Pitney Bowes

Digital Mailing System **DM125**

Operator Guide

Canada English Version

SV62667 Rev. A 10/11
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We have made every reasonable effort to ensure the accuracy and usefulness of this manual; however, we cannot assume responsibility for errors or omissions or liability for the misuse or misapplication of our products.

Due to our continuing program of product improvement, equipment and material specifications as well as performance features are subject to change without notice. Your digital mailing system may not have some of the features described in this book. Available features vary, depending on the model of your mailing system, installed options, system software level, how your system is set up and the country it is designed to operate in.

E-Z Seal, Postage By Phone, and PC Meter Connect™ are trademarks or registered trademarks of Pitney Bowes Inc.

Servicing

This equipment is not intended to be serviceable. Please refer to the warranty information if problems occur. The responsible party is Pitney Bowes Canada. All service and supply inquiries can be done by calling 1-800-672-6937 and following the telephone prompts. Customer Service Representatives are available Monday through Friday, 8:00 AM - 8:00 PM ET.

Industry Canada

This product meets the applicable Industry Canada technical specifications. The Ringer Equivalence Number (REN) is an indication of the maximum number of devices allowed to be connected to a telephone interface. The Ringer Equivalence Number (REN) of this terminal equipment is 1.0. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all devices does not exceed five.

The abbreviation, IC, before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

Pitney Bowes Contact List

Machine Identification

Product Name: DM125 Digital Mailing System
Model Number: PREC

Resources

For direct questions or support, call the Pitney Bowes Customer Centre **1.800.672.6937** (M-F 8:00 AM to 8:00 PM E.T.) or visit www.pitneybowes.ca.

To order Pitney Bowes supplies and accessories, go to:

www.pitneybowes.ca and click on **Supplies**

www.pitneybowes.ca and click on **My Account**

To download the latest version of PC Meter Connect™ software, go to:

www.pitneybowes.ca/support/default.asp and click the link to download the software to your PC for installation.

To contact the Canada Post (CPC), visit: www.canadapost.com

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1 • Introduction

What's in this Guide

Section	Description
Chapter 1 *Introduction*	Describes the key features of your mailing system. It also includes important safety notes.
Chapter 2 *Getting to Know Your System*	Explains the purpose and shows the location of each control and machine feature. Please read this section carefully. It provides a foundation for the instructions in later sections of this book.
Chapter 3 *Running Mail*	Explains how to process mail. The operations covered here are the ones you'll use most often.
Chapter 4 *Printing Options*	Explains your printing options for incoming and outgoing mail.
Chapter 5 *Normal and Custom Presets*	Explains the Normal and Custom Presets feature for saving commonly-used settings on your machine
Chapter 6 *Adding Postage /Connecting to Data Centre*	Explains how to connect your system to the Pitney Bowes Data Centre so you can add postage and download the latest postal rates and updates to your mailing system
Chapter 7 *System Options*	Provides step-by-step instructions for customizing system operation to suit your own needs
Chapter 8 *Accounting*	Provides instructions for setting up the optional standard accounting feature.
Chapter 9 *Reports*	Provides a description of reports you can print on your system
Chapter 10 *Maintenance*	Explains how to check print quality and take care of the ink cartridge and moistener.
Chapter 11 *Troubleshooting*	Explains how to fix common problems and tells you know what error messages mean.
Chapter 12 *Supplies/Options*	Lists the supplies and options that add to the versatility of your mailing machine.
Appendix A *PC Meter Connect™*	Discusses PC Meter Connect™, which allows high-speed Internet connection to the Data Centre as well as convenient access to machine settings from your PC.
Appendix B *Entering Text*	Explains how you enter text for postal codes, presets and special characters.
Appendix C *Glossary*	Explains terms unique to the world of mailing
Appendix D *Specifications*	Provides material and equipment specifications

About Your Digital Mailing System

Your digital mailing system's advanced features include:

- Space-saving, compact footprint
- ENERGY STAR® qualified design lowers operating costs and helps preserve the environment
- Large, easy-to-read display shows system status and prompts you through setup operations
- Semi-automatic envelope feeding, transport, and auto-eject
- Automatic date advance
- Keyboard-selectable envelope ads and inscriptions
- Convenient, one-button postage-adding via Postage By Phone®
- Stacker neatly stacks finished envelopes
- Ink jet printer provides clear, crisp imprints
- Integrated weighing platform weighs mail pieces (optional)
- Integrated rating feature calculates correct postage
- Date and time stamp for use on incoming mail or on sensitive documents
- Optional accounting feature tracks postage costs by department
- Password protection limits access to authorized personnel
- Full report printing capability provides hard-copy records of your postage transactions
- In-line moistener wets envelopes for sealing (optional)
- Ability to electronically download postage and system updates quickly to your machine.
- USB communication port which allows you to do postage refills/ system updates quickly and conveniently from your PC via the PC Meter Connect™ desktop application.

Postal Requirements

The meter on your mailing machine is licensed by Canada Post and you must follow some basic requirements.

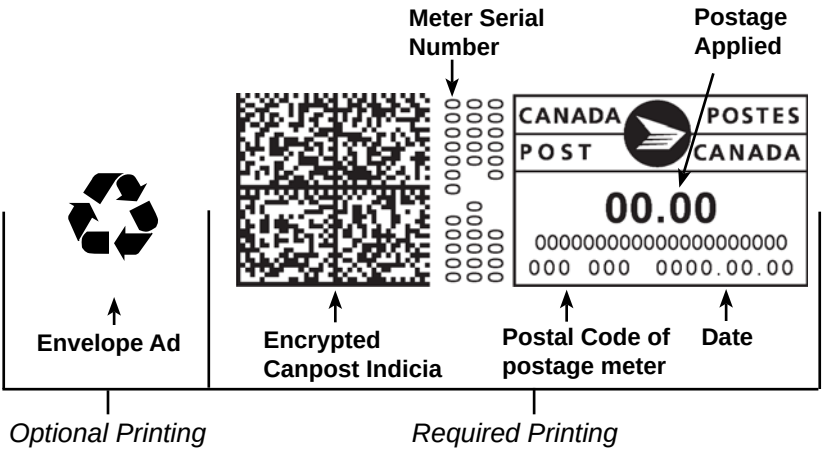
- The digital indicia must show the correct date and postage amount.
- The digital indicia must bear the postal code of the location where your system is registered (i.e., your business address).
- If you move to another postal code location, you must update the postal code by calling our Customer Care Centre (see *page v*).
- The CPC requires a postal inspection of your machine every 90 days. This postal inspection requirement can be automatically met by connecting to the Pitney Bowes Data Centre to check your Postage By Phone® meter payment account balance or to add postage to your mailing machine.

  NOTE: If the interval between inspections is more than 60 days, your machine's display prompts *Connection Due*. If the interval between inspections is more than 90 days, the display prompts *Connection Required By Post*. At this point, you won't be able to use your mailing system until your system is inspected (i.e., connected to the Data Centre). In either case, to satisfy the postal inspection requirement, simply:

  - Follow the prompts on the Connection Due or Connection Required By Post screens or
  - Press **Add Postage** and select **Check PBP Account Balance** (which will not decrease or change the funds in your account).
- Tape sheets are used to apply postage on mail pieces that are too thick or too large to run through your machine. These sheets must conform to postal specifications. For best performance, we recommend Pitney Bowes tape sheets (see *Chapter 12, Supplies* and page v for ordering information).

Sections of the Meter Stamp

These are the sections that make up the meter stamp printed on your mail piece.



What is IntelliLink™

Your mailing system takes full advantage of IntelliLink™, your digital gateway to an entire suite of services and information that can move your mail more efficiently and enhance your business performance. IntelliLink™ technology gives you the ability to:

Add postage funds conveniently.

You can add funds to your machine electronically via the Pitney Bowes Postage By Phone®

Download Postal Rate Updates

The latest postal rates are downloaded precisely when you need them.

Add Features On Demand

You can easily download envelope ads and optional product enhancements.

Keep Your System Current

Software download capability means you'll always have the latest version of your machine's operating system.

About Constant Connection (LAN Network)

Constant Connection is an option that allows you to connect your DM125 machine to the Pitney Bowes Data Centre via a LAN network that has Internet access. Constant Connection's high-speed connectivity eliminates the need for an analog line and provides faster transmission speed when connecting through your local network.

To use, plug one end of the Ethernet cable (supplied) to your Internet LAN network port and the other end to the USB adapter which plugs into the USB port on the back of the machine (see also *Chapter 6, Adding Postage*). You may leave this connected on a permanent basis; hence the name Constant Connection.

About PC Meter Connect™ Desktop Application

> ***NOTE:*** Topic headings in this manual that refer to a PC Meter Connect™ feature are listed in **green text.**

PC Meter Connect is another high-speed connectivity option that eliminates the need for an analog line. Similar to Constant Connection, PC Meter Connect™ enables your mailing machine to connect to the Internet but it does so via a Windows PC having an Internet connection.

You simply download the PC Meter Connect™ software from the Pitney Bowes website (see page *v*), install it onto a PC with an internet connection (broadband, DSL, network, etc.), and connect a USB cable between your mailing machine and the PC.

PC Meter Connect lets you, *from your PC:*

- walk through the entire installation process of your mailing machine (if that is the method you choose when first installing)
- see status messages (such as low funds) from your machine
- see or print your postage refill history
- set machine settings, such as date and time, printing options, presets, etc.
- run accounting reports

About PC Meter Connect™ Desktop Application

It also includes links from your PC to:

- demos to walk you through common procedures
- online support for your system
- the Pitney Bowes Online Store, which provides an easy and convenient way to order ink cartridges, E-Z Seal®, envelopes, and other supplies for your system.

Before installing the PC Meter Connect™ software, make sure your PC meets these minimum requirements:

- Windows® 2000, Windows XP (32-bit or 64-bit), Windows Vista (32-bit or 64-bit), or Windows 7 (32-bit or 64-bit) operating systems with the latest service packs (Mac OS is not supported).
- 1.2 GHz processor
- 512 MB of RAM
- administrative rights to install software
- an Internet connection.

See *Appendix A - PC Meter Connect™ Desktop Application* for more info.

Other Sources of Information

Other sources of information for your machine include:

- The *DM125 Quick Reference Guide* has condensed versions of many of the topics covered in this book. You can normally store this handy guide in the slot in the stacker tray.
- The *Pitney Bowes Contact List* on page *v*, which provides helpful websites and phone numbers.

Important Safety Notes

Follow the normal safety precautions for all office equipment.

- Please read all instructions before you attempt to operate the system. Save these instructions for future use.
- Use only Pitney Bowes-approved supplies, in particular aerosol dusters. Improper storage and use of aerosol dusters or flammable aerosol dusters can cause an explosive-like condition that could result in personal injury and/or property damage. Never use aerosol dusters labeled flammable and always read instructions and safety precautions on the duster label.
- Use the power cord supplied with the machine and plug it into a properly grounded wall outlet that's located near the machine and easily accessible. Failure to properly ground the machine can result in severe personal injury and/or fire.
- The power cord wall plug is the primary means of disconnecting the machine from the AC supply. The unit is on whenever it is plugged into a live receptacle, even though the operator display may be blank.
- Place the mailing machine base close to an easily accessible wall outlet. DO NOT use a wall outlet controlled by a wall switch or one that is shared with other equipment.
- Do not use an adapter plug on the line cord or wall outlet.
- Do not remove the ground pin from the line cord.
- Make sure the area in front of the wall outlet into which the machine is plugged is free from obstruction.
- DO NOT route the power cord over sharp edges or trap it between pieces of furniture. Make sure there is no strain on the power cord.
- To reduce the risk of fire or electrical shock, DO NOT attempt to remove covers or disassemble the control panel or its base. The cabinet encloses hazardous parts. If you should drop or otherwise damage the unit, call Pitney Bowes.
- Use only Pitney Bowes approved ink, tape strips, and cleaners. To obtain Material Safety Data Sheets (MSDS) for OSHA requirements, please go to www.pb.com/msds. When prompted, enter the product name, manufacturer, the Pitney Bowes MSDS Number, or reorder number of the item you are interested in.
- Keep fingers, long hair, jewelry and loose clothing away from moving parts at all times.

Important Safety Notes

- Avoid touching moving parts or materials while the machine is in use. Before clearing a stall (jam), be sure machine mechanisms come to a complete stop.
- To prevent overheating, do not cover the vent openings.
- When removing stalled material, avoid using too much force to protect against minor personal injury and damage to the equipment.
- Use the equipment only for its intended purpose.
- Always follow the specific occupational safety and health standards prescribed for your workplace.

CAUTION: In case of an ink spill, leaking ink or excessive ink accumulation, immediately disconnect the power cord from the wall plug and contact Pitney Bowes. See page *v* for contact information.

Important Telephone Safety Instructions

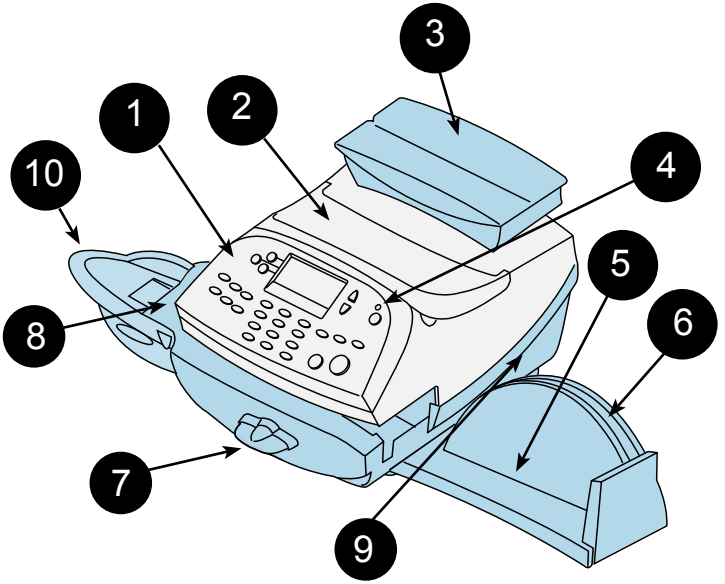
The machine connects directly to analog telephone lines. For your protection, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons. These safety precautions include:

WARNING: To reduce the risk of fire, use only the 26 AWG telecommunication line cord supplied with your mailing machine.

- Never install telephone wiring during a lightning storm.
- Disconnect the system's telephone line during a lightning storm.
- Avoid using a telephone or equipment that connects to a telephone line during an electrical storm; there may be a remote risk of electrical shock from lightning.
- Do not use the telephone or equipment connected to the telephone to report a gas leak if the telephone is in the vicinity of the leak.
- Never install telephone jacks in wet locations.
- Do not use this product near water, for example, near a bath tub, wash bowl, kitchen sink or laundry tub, in a wet basement or near a swimming pool.
- Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.

2 • Getting to Know Your System

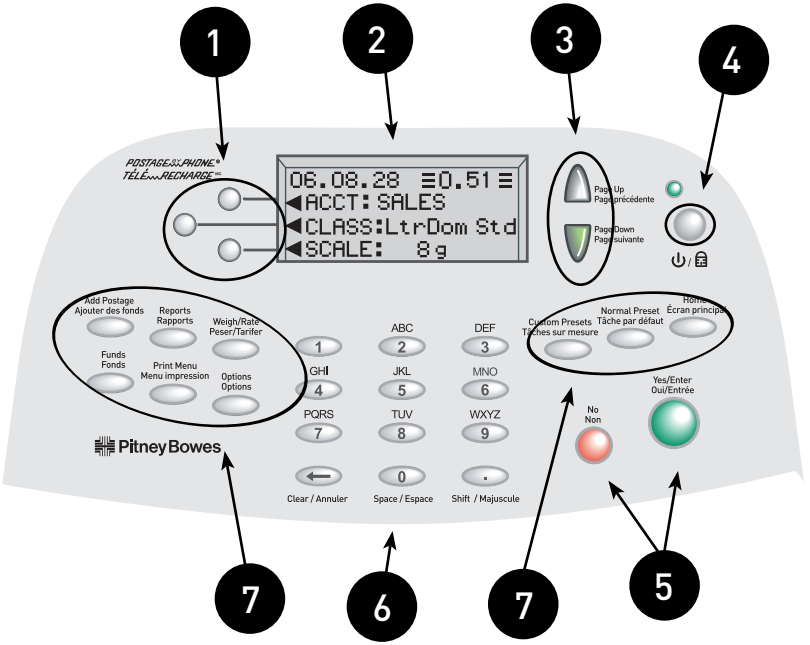
Parts of the Machine



Parts of the Machine

Item	Part	Description
1	*Control Panel*	Allows you to enter and set up information on your machine (see next page for details)
2	*Top Cover*	Opens up to allow replacement of the ink cartridge (see *Chapter 10, Maintenance*)
3	*Weighing Platform (optional)*	Allows you to weigh a mail piece (your system can then calculate postage based on the service selected)
4	*LED*	Lights green when your system is on; lights amber when your system is in "sleep" mode
5	*Stacker Tray*	Allows the neat stacking of finished mail pieces
6	*Utility Slot*	Allows you store the Quick Reference Guide, tape strips, etc. for easy access.
7	*Transport Release Lever (two position*	*Home* - transport rollers engaged for processing mail (normal) *Released* - transport rollers disengaged so you can clear a stalled mail piece ***NOTE:*** The machine won't process mail when the lever is left in the released position.
8	*Feed Deck*	Supports your envelope, post card or tape sheet as it passes under the printer mechanism
9	*Ink Waste Tank (partially hidden in figure)*	Collects ink waste. Can slide out for maintenance.
10	*Moistener (optional)*	Applies sealing fluid to the envelope flap (you can seal envelopes or leave them unsealed, depending on how you feed them)

Control Panel

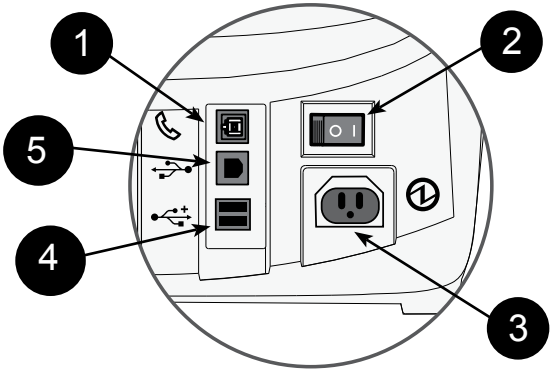


Item	Part/Key	Description
1	*Screen Selection Keys*	Allows you to select an option (◀) on the screen with the corresponding key
2	*LCD Display*	Shows the current status of your system and prompts you through all operations
3	*Page Up/Page Down (Scroll Keys)*	Allows you to scroll up and down through menu choices (when lit, it indicates more choices)
4	*Lock/Power Key*	Allows you to power up or power down machine. If the lock code feature has been enabled, you can either power down the machine or put the machine into lock-down mode. In lock-down mode, access to the machine requires entering a four-digit lock code.
5	*Yes/Enter and No Keys*	Allows you to confirm an operation or answer "Yes" or "No" to a prompt (the Yes key also functions as the Enter key for data entry)
6	*Alpha/Numeric Keypad*	Allows you to type in numbers and letters for account names, postage values, and other information (see *Appendix A, How to Enter Text*)

Control Panel

Item	Part/Key	Description
7	Feature Keys	Allows you quick access to the key features on the system:
	Home	Takes you back to the Home (date/postage) screen
	Normal Preset	Allows you to recall settings that contain the most commonly printed postage value you use in your home or office (see *Chapter 5, Normal and Custom Presets*)
	Custom Preset	Allows you access to up to five or ten custom settings that you can assign values such as postage amount, ad, account number, etc. (see *Chapter 5, Normal and Custom Presets)*
	Funds	Allows you to check your postage funds and number of mail pieces processed (see *Chapter 6, Adding Postage*)
	Add Postage	Allows you to add (refill) postage funds to your machine conveniently (see *Chapter 6, Adding Postage*)
	Reports	Allows you to generate reports for postage, accounting, and other types of data (see *Chapter 9, Reports*)
	Weigh/Rate	Allows you to weigh and calculate postage based on service selected (see *Chapter 3, Running Mail*)
	Options	Allows you to access system setup information such as date, time, postage, accounts, passwords, etc. (see *Chapter 7, System Options*)
	Print Menu	Allows you access to all the information printed on a mail piece such as date, time, postage, ad, inscriptions, etc. (see *Chapter 3, Running Mail*)
	IMPORTANT: When you press one of the Feature keys, any entry in the preceding screen is lost unless you have first pressed the **Yes/Enter** key to confirm the entry. For example, if you entered an account name on one screen and then immediately pressed another Feature key, the account name will not be recorded by the system.	

Connections on Back of Machine



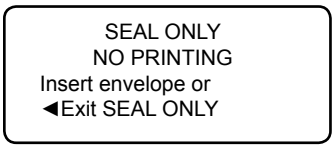
Item	Part	Description
1	*Phone Jack*	Allows you to connect to an analog phone line via a standard RJ-11 phone plug (supplied) so you can connect to the Pitney Bowes Data Centre (see *Chapter 6, Adding Postage*)
2	*Power Switch*	Turns power On or Off to the machine
3	*Power Input*	Connects to AC power cord (supplied)
4	*USB Port (type A host port)*	Used to connect: • to the Pitney Bowes Data Center via LAN Internet using a USB to LAN network adapter (known as Constant Conection; see *Chapter 6, Adding Postage*) • an external printer to print report data • a scanner for scanning barcodes applied to certain CPC Services on mail pieces • an external weighing platform (scale) • a USB flash drive to store accounting data for high-end accounting systems (e.g., INVIEW™)
5	*USB Port (type B peripheral port)*	Used to connect to: • the Pitney Bowes Data Centre via a USB cable connected to a Windows PC that has Internet access (known as PC Meter Connect™ desktop application). See *Chapter 6, Adding Postage* or *Appendix A* for more information. • Data Exchange via a PC (optional software product), which allows you to transfer Standard Accounting data from your machine to your PC

3 • Running Mail

Powering Up and Accessing the Home Screen

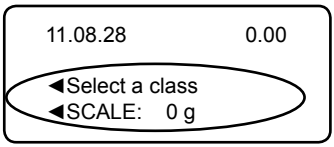
When you power up your system, the screen that shows on your machine is based on its configuration or settings (see below). If your system has been set up to require a lock code or password, you are prompted to enter it.

Power-Up Screen with Factory-Set Normal Preset or System without Scale

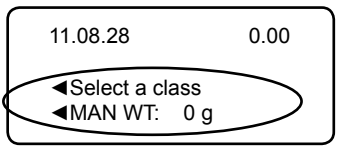


Home Screen* After Selecting "Exit Seal Only"

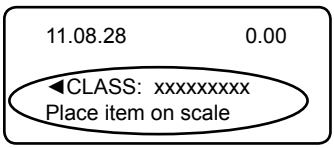
With Scale



Without Scale



Home Screen* after Powering up with a Programmed Normal Preset (Scale Attached Only)



*Please be aware of the following:

- You need to be at a Home screen to start the rating process and apply postage.
- If you have enabled the accounting feature, "ACCT: xxxxx" is displayed above "CLASS" or "Select a class" on the Home screen.
- If you have a scale, the normal preset can be configured. For systems without a scale, the normal preset can not be changed from the factory setting of "Seal Only" mode (but you can still set up custom presets if you wish). See *Chapter 5, Normal and Custom Presets* for more information.

Checklist Before Running Mail

Before you run mail on your system, review these items:

- Make sure your mailing system is plugged into a properly grounded, 110 VAC receptacle. Always follow the safety precautions in *Chapter 1, Introduction.*
- Check that you have enough postage for your mail run (see next page).
- Check that you have a spare ink cartridge if you are low on ink and need to run a large number of mail pieces. See *Chapter 12, Supplies and Options* for ordering additional ink cartridges.
- Check the level of sealing solution in the optional moistener. If you need to add sealing solution, refer to *Chapter 10, Maintenance*.
- If you plan on printing tape sheets, make sure you've have an adequate supply. See *Chapter 12, Supplies and Options* for ordering tape sheets.

Checking Funds (Postage) Availability in Machine

At a PC Using PC Meter Connect™

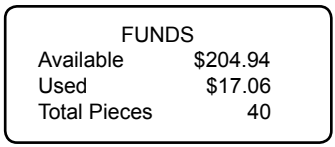
At the Postage tab (which is the default tab that displays when you first launch the program), the postage in the machine is displayed under the Current Meter Balance section.

ⓘ ***NOTE:*** If you are accessing features from PC Meter Connect™, please keep in mind the following:

- If the machine is in sleep mode, accessing a feature from the Main Window will awaken the system.
- Once in an awaken state, the machine must be at the Home screen (ready to print postage) to use features found on the *Postage*, *Updates*, and *My Meter* tabs on the Main Window. Otherwise, a *meter is busy* message displays on the PC. This condition can happen, for example, if you have the Accounting option set up on the system and the machine is waiting for someone to select an account for printing postage.

At Mailing Machine

1. Press **Funds**.
2. The funds left, used, and pieces processed display.



Available – the amount of funds (postage) left in your meter

Used – the total of all postage ever used in the meter

Total Pieces – the total number of mail pieces run through the meter that had postage applied

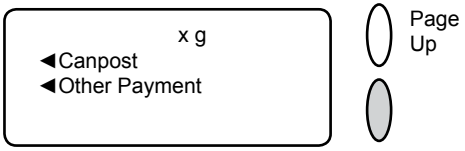
3. Press **Clear** (back arrow key) or **Home** to return to Home screen.

Printing a $0.00 Meter Test Print

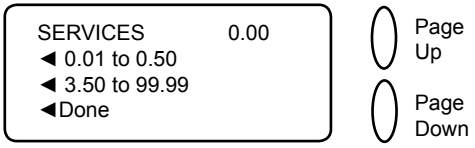
Periodically, you may want to conduct a test print to determine if your print mechanism is operating correctly. One way to do this is to print a a $0.00 indicia so as not to waste postage (the other way is to run the test print option from the menu; see *Chapter 10, Maintenance,* Test Print section).

To create a zero dollar test print:

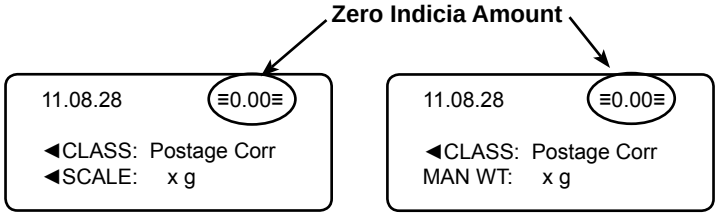
1. At the Home screen, select **CLASS** or **Select a class** (depending on your machine settings).
2. Select **Other Payment** option, then select **Postage Corr**.



3. The system displays a series of selectable postage value ranges. Select **Done**.



4. You return to the main screen.
   - If you have the accounting feature turned on, select an account.
   - If you have an optional scale, place a mail piece on it.
   - If you do not have the optional scale, enter a manually weight (between 1g - 30g) and select **Continue**.
5. The main screen displays a postage value of $0.00 and the system will allow you to print a zero dollar indicia.

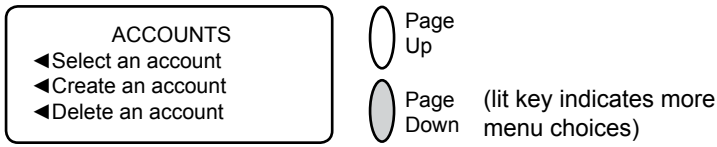


Screen with Scale **Screen without Scale**

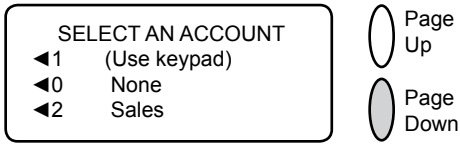
Selecting an Account to Track Postage (Optional)

If the accounting feature has been turned on, you need to select an account to track postage *before* you process mail. See *Chapter 8, Standard Accounting,* for information on setting up this feature.

1. At the Home screen, press the selection key next to ACCT: line to display the Accounts menu.
2. Select **Select an account.**

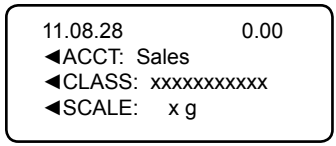


3. The Select an Account screen displays (a sample is shown below). Press **Page Down** to see more choices (if lit). To select an account:

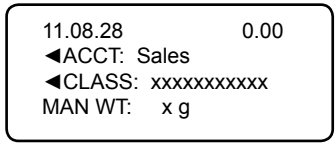


   A. You may either key in the first digit of the account number if you know it and press **Yes/Enter**, OR
   B. Use the appropriate selection key next to the display.

4. If a password has been assigned to this account, you will be prompted to enter one. Key in the 4-digit password if necessary.
5. You return to the Home screen with the name of the account listed (the example below shows "Sales" as the account chosen).



Screen with Scale

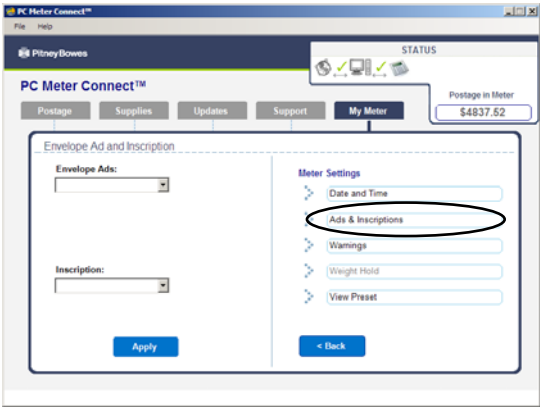


Screen without Scale

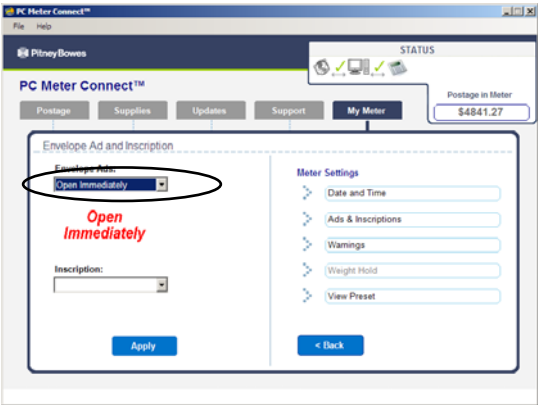
Adding an Advertisement to Meter Indicia (Optional)

At PC Using PC Meter Connect™

1. At the *My Meter* tab, select **Meter Settings**.
2. Select **Ads & Inscriptions.**



3. In the Envelope Ads field, access the dropdown list and click on the advertisement you want to print with your meter indicia.

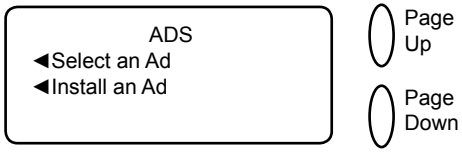


4. Click **Apply**. A confirmation screen displays.

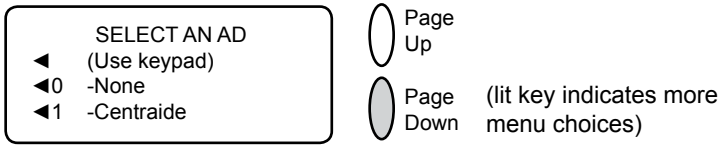
Adding an Advertisement to Meter Indicia (Optional)

At Mailing Machine

1. At the Home screen, press **Page Down**.
2. Select the key next to AD:.
3. Select **Select an Ad.**

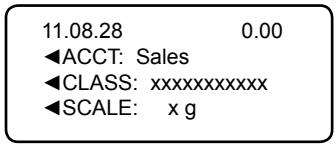


4. The Select an Ad screen displays. Press **Page Down** to see more choices (if lit). To select an ad:

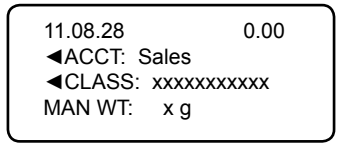


   A. You may either key in the <u>first</u> digit of the ad if you know it and press **Yes/Enter**, OR
   B. Use the appropriate selection key next to the display.

5. You return to the Home screen.

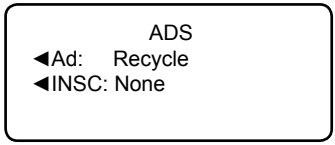


Screen with Scale



Screen without Scale

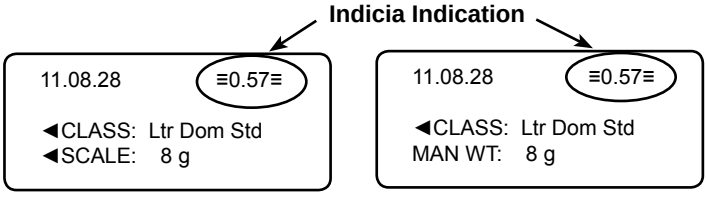
Press **Page Down** to verify that the correct ad was chosen.



Press **Page Up** to return to the Home screen.

Applying Postage - Basics

- You can only print an indicia (a meter stamp), do a date correction, a postage correction, or a Statement of Mailing when the screen displays an indicia in the upper right corner (see examples below).



Sample Indicia Screen (with Scale Attached)

Sample Indicia Screen (No Scale Attached or Manual Weight Entry Mode)

- There must always be a weight of at least "1 g" displaying on the screen before an indicia can display. For systems with scales, it simply means putting the mail piece or parcel on the scale. For systems without scales, it means bringing up a preset that includes a weight or entering a manual weight.
- There are two major Canada Post categories of mail that this meter can process - *Lettermail* and *Parcels*.

  Lettermail – Your machine supports the rates for Lettermail pieces that adhere to Lettermail specifications and weigh between 1 gram and 500 grams. The rates for mail pieces falling outside of these criteria are available through the optional parcel rate module for the system. The postage for Lettermail items must be calculated using the internal rating feature of the machine.

  Parcels – Your machine supports the rates for mail pieces weighing over 500 grams through an optional Parcel rating module. If the optional Parcel rating module has been purchased, the parcel must be processed using the internal rating feature. If the optional Parcel rating module has not been purchased, you must know the correct postage before hand and manually enter the postage using the keypad.
- To apply postage for large pieces and parcels that can't be run through the machine, use the optional tape sheets (see *Chapter 12, Supplies and Options* for ordering tape sheets). Feed the tape sheets into the machine the same way you would feed an envelope. Apply the postage tape sheets on the mail piece or parcel in the proper location (call your local post office or visit the Canada Post website at **www.canadapost.ca** for more detailed specifics and requirements).

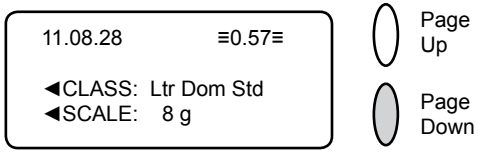
Processing Lettermail With the Optional Scale

The machine has two optional scale configurations:

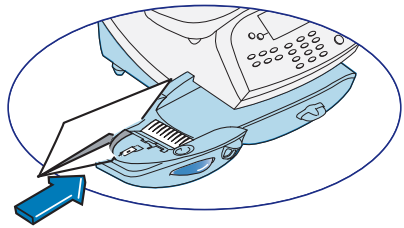
- *1 kg weight capacity* - recommended for users whose mail consists primarily of Lettermail
- *2.5 kg weigh capacity* - recommended for users who send Lettermail and Parcels

This procedure is used for processing Lettermail (mail pieces weighing between 1 gram and 500 grams whose dimensions fall within the Lettermail classification) when you have the optional scale attached. You cannot enter a postage amount using the keypad for any value within the range of the Lettermail rate structure.

1. At the Home screen, place the mail piece on the scale.
2. Select the **Canpost** option, then select the **Letter** option. The Canada Post letter classes and rates available for that mail piece are shown, based on its weight. Press **Page Down** (if necessary) to review the full range of class options.
3. Select the class option desired for your mail piece.
4. Select, if needed, any applicable special services (such as **Registration**) associated with that class option and select **Done**.
5. The internal rating feature calculates the total postage based on the weight and the class/options selected and displays it on the screen (an example is shown below):



6. If using the optional moistener, place flap along moistener and move towards the right.



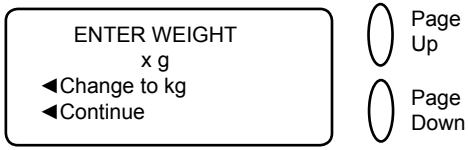
Processing Lettermail With the Optional Scale

7. Place the envelope up (or tape sheet if mail piece is too big for machine) against the registration wall of the system and slide it to the right until the system grasps it. The system prints the digital indicia and ejects the envelope/tape sheet

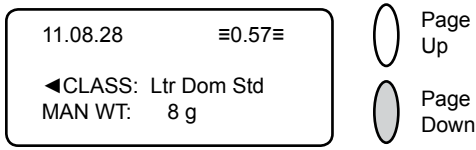
Processing Lettermail Without the Optional Scale

This procedure is used for processing Lettermail (mail pieces weighing between 1 gram and 500 grams whose dimensions fall within the Lettermail classification) if the optional scale is not attached and you already know the weight of a mail piece.

1. At the Home screen, press **Weigh/Rate**.
2. Key in the weight in grams (up to 500 g) of your mail piece. Select **Continue** when finished.

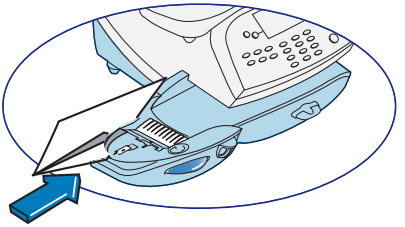


3. The next screen that displays depends on your machine settings:
   - If a class displays, it is the desired class, and no special services (such as "Registration") are required, skip to step 7.
   - If a class displays but it is incorrect, or you need to add special services (such as "Registration"), select **Class**.
   - If the Canpost option displays, select **Canpost**.
4. Select the **Letter** option. The Canada Post letter classes and rates available for that mail piece are shown, based on its weight. Press **Page Down** (if necessary) to review the full range of class options.
5. Select the class option desired for your mail piece.
6. Select, if needed, any applicable special services (such as **Registration**) associated with that class option and select **Done**.
7. The internal rating feature calculates the total postage based on the weight and class/options selected and displays it on the screen (an example is shown below):



Processing Lettermail Without the Optional Scale

8. If using the optional moistener, place flap along moistener and move towards the right.



9. Place the envelope up (or tape sheet if mail piece is too big for machine) against the registration wall of the system and slide it to the right until the system grasps it. The system prints the digital indicia and ejects the envelope/tape sheet.

Processing a Parcel With Optional Parcel Rating Module

The machine has two optional scale configurations:

- *1 kg weight capacity* - recommended for users whose mail consists primarily of Lettermail
- *2.5 kg weigh capacity* - recommended for users who send Lettermail and Parcels

This procedure is used for processing Parcels (those mail pieces weighing over 500 grams or those mail pieces whose dimensions are too large to qualify as Lettermail) if you have purchased the optional Parcel Rating module. An attached scale (2.5 kg capacity) also comes with this module to support this feature. With this configuration, you will not be able to enter a postage amount using the keypad for any value within the range of the Parcel rate structure. If you need help determining if a mail piece should be rated as a Parcel or Lettermail, contact your local Canada Post retail location or log on to **www.canadapost.ca**.

1. At the Home screen, select **CLASS** or **Select a class** (depending on your machine settings).
2. Select the **Canpost** option, and then select the **Parcels** option.
3. Review the Canada Post classes and rates on the display. Press **Page Down** and **Page Up** as necessary to review the full range of class options and select the option desired for your parcel.
4. Enter the parcel destination code/zone/country.

   NOTE: To access alpha characters, tap the appropriate number key until the desired character displays.

   For domestic parcels:

   - If entering a zone, key in a number from 1 to 6 and select **This is Zone**.
   - If entering a postal code, key in the alpha-numeric code (do not include spaces) and select **This is Code**.

   For international parcels:

   A. Enter the appropriate country code/name.
   - If entering a country number, key in the two or three-digit code representing the country and select **Continue**.
   - If entering a country name, key in the first letter of the country (say **F** for France) and a list of all countries starting with that letter displays. Use **Page Up** or **Page Down** to scroll through the list and select the desired country.

   B. The country and the parcel class displays on the top line of the screen. Select that line to continue the rating process.

Processing a Parcel With Optional Parcel Rating Module

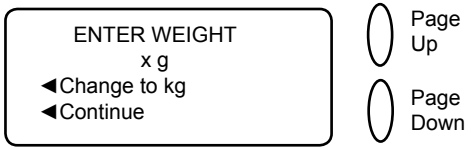
5. Select, if needed, any applicable special services (such as **COD**, **Oversize**, etc.) associated with that class option and select **Done**.
6. Place the parcel on the scale.

   NOTE: If the parcel is too heavy for the scale (greater than 2500 grams), a *Weight Over Capacity* message displays. Remove the parcel and obtain the correct weight for this parcel from another source. Then:

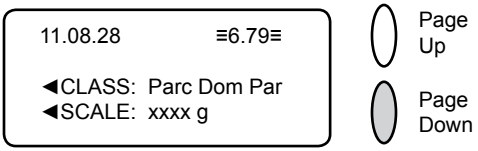
   A. Press **Weigh/Rate** and select **Enter manual weight**.

   B. Key in the correct weight (you may change how you enter the weight between kg or g) and select **Continue**.

   NOTE: You cannot enter a value higher than 30,000 grams (30 kg).

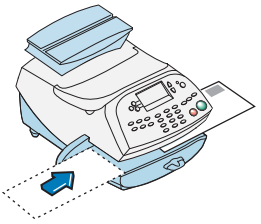


7. The internal rating feature calculates the total postage based on the weight and the class/options selected and displays it on the screen (an example is shown below):



   NOTE: If the rating of the parcel results in a postage value greater than $99.99, the system displays *Postage Too High* (this may happen when rating a very heavy parcel using some international rates). Press **Clear** (back arrow). You will need to bring this parcel to your local Canada Post retail location for rating.

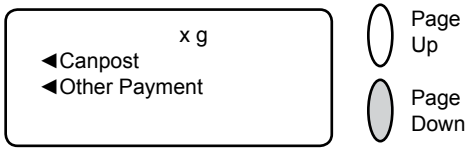
8. Place the parcel (or tape sheet if parcel is too big for machine) up against the registration wall of the system and slide it to the right until the system grasps it. The system prints the digital indicia and ejects the parcel/tape sheet. If need be, place the tape sheet on the parcel.



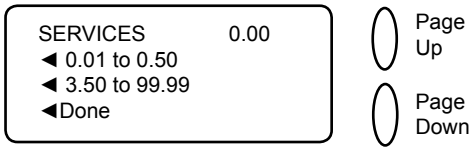
Processing a Parcel Without Parcel Rating Module

This procedure is used for processing Parcels (those mail pieces weighing over 500 grams or those mail pieces whose dimensions are too large to qualify as Lettermail) if you did not purchase the optional Parcel Rating module. You need to know the weight and appropriate postage value for the parcel you wish to process. If you need help determining if a mail piece should be rated as a Parcel or Lettermail, or need to obtain the fees associated with shipping parcels, contact your local Canada Post retail location or log on to **www.canadapost.ca**.

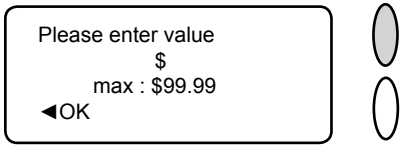
1. At the Home screen, select **CLASS** or **Select a class** (depending on your machine settings).
2. Select **Other payment**, then press **Page Down** and select **Other Items**.



3. The system displays a series of selectable postage value ranges that you can access. Select **3.50 to 99.99** (this is the range applicable for entering postage manually for parcels).



4. The system displays the following screen. Key in the postage amount *using appropriate decimal places* and select **OK**.



5. Select **Done** at the Services value confirmation screen.

Processing a Parcel Without Parcel Rating Module

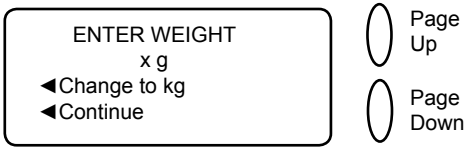
6. The next step depends on the machine configuration:
   - If you have a scale, place the parcel on the scale.

     NOTE: If the parcel is too heavy for the scale (greater than 1000 grams), a "Weight Over Capacity" message displays. Remove the parcel and obtain the correct weight for this parcel from another source. Then follow steps A-B below.
   - If you do not have a scale, do the following:

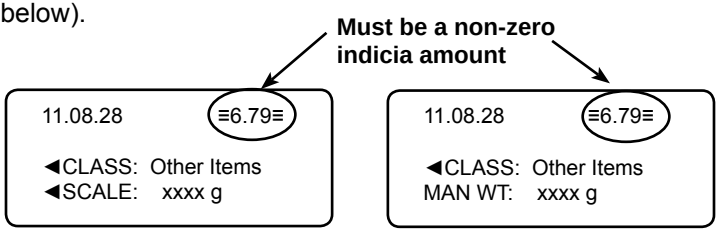
     A. Press **Weigh/Rate.** If prompted, select **Enter manual weight**.

     B. Key in the correct weight (you may change how you enter the weight between kg or g) and select **Continue**.

     NOTE: You cannot enter a value higher than 30,000 grams (30 kg).



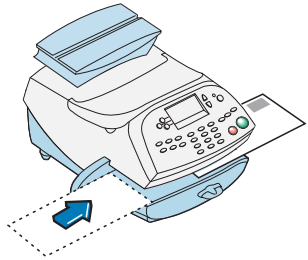
7. The total postage displays on the screen (an example is shown below).



Screen with Scale **Screen without Scale**

Processing a Parcel Without Parcel Rating Module

8. Place the parcel (or tape sheet if parcel is too big for machine) up against the registration wall of the system and slide it to the right until the system grasps it. The system prints the digital indicia and ejects the parcel/tape sheet. If need be, place the tape sheet on the parcel.



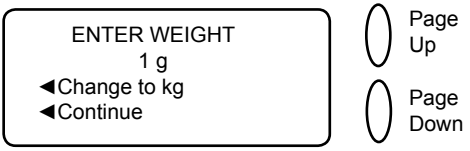
***NOTE**: If the meter printed a zero postage indicia ($0.00) instead of the intended postage amount, it means you accidentally keyed in a postage amount outside the range displayed in step 4. If this happens, simply redo this procedure but ensure that you are keying in a value within the range displayed. Also, this time use a tape sheet to print the postage value.*

Once you have printed the proper postage amount, place the tape sheet to the left of the original impression (if room provides) or affix the tape sheet in the upper right hand corner of the other side of the parcel.

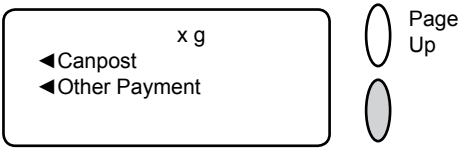
Adding Postage to Correct a Mail Piece

This procedure is used if you have applied the incorrect amount of postage and need to make a correction to ensure that a mail piece has sufficient postage.

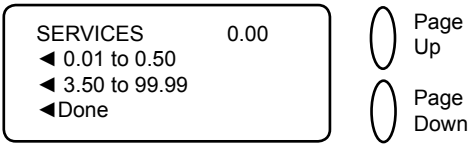
1. At the Home screen:
   - If you have a scale, place the mail piece on it.
   - If you have *any* weight showing, select **CLASS** or **Select a class** (depending on your machine settings).
   - If "Enter Manual Weight" is showing, you need to enter a manual weight first (see steps A-C below).
     A. Press **Weigh/Rate**.
     B. Key in 1 g and select **Continue**.



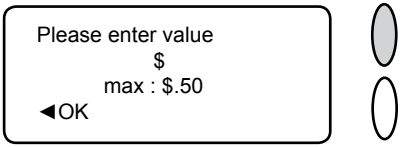
     C. Select **CLASS** or **Select a class** (depending on your machine settings).
2. Select **Other Payment** option, then select **Postage Corr**.



3. The system displays a series of selectable postage value ranges that you can access for your postage correction.



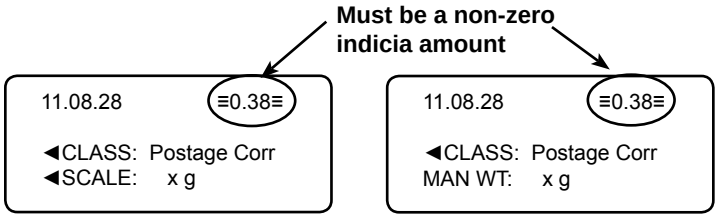
4. Select the postage range that is applicable to the postage correction you want to enter into the system manually. The system then displays the following screen:



NOTE: The screen at left illustrates a correction being executed for the $0.01 to $0.50 range

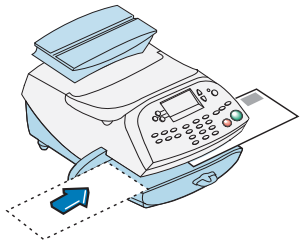
Adding Postage to Correct a Mail Piece

5. Key in the postage correction *using appropriate decimal places* (in the example above, the value must be between $0.01 and $0.50) and select **OK**.
6. At the Services amount confirmation screen, select **Done**. A screen displays with the amount of correction (the example used in these steps is shown below):



Screen with Scale **Screen without Scale**

7. Take mail piece off of scale and run the mail piece through the system so the that indicia prints on the upper right hand corner of the back side of the envelope (opposite of where initial indicia is printed). Alternatively, you can use a tape sheet to print the correction indicia and place it to the left of the original indicia (for parcels) or as instructed above for letters.



NOTE: If the meter printed a zero postage indicia ($0.00) instead of the intended postage correction, it means you accidentally keyed in a postage amount outside the range displayed in step 4. If this happens, simply redo this procedure but ensure that you are keying in a value within the range displayed. Also, this time use a tape sheet to print the postage correction.

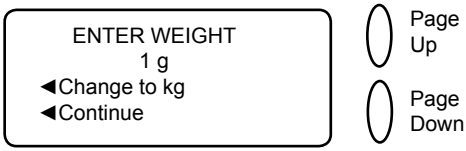
Once you have printed the proper postage correction amount, place the tape sheet to the left of the original impression (if room provides) or affix the tape sheet in the upper right hand corner of the other side of the mail piece.

Correcting a Date on a Mail Piece

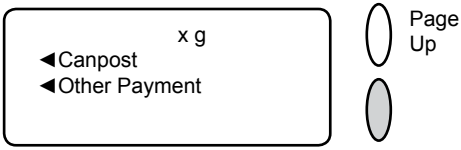
This procedure is used if you have applied the wrong date to a mail piece and need to make a correction. For example, if you already ran your mail for the day but it was too late for that day's mail pickup, you can apply the next business day's date on the mail pieces so they can be processed correctly by the post office. However, you first need to advance the date on the machine before correcting the date on the mail piece.

NOTE: You cannot change the printed date to a date earlier than the meter's internally held date (in an effort to backdate the mail).

1. Press **Options**.
2. Select **Advance the date**.
3. The system displays current date. You may either:
   A. Select **Add one day** to advance date one day for each pressing of the key.
   B. Key in a number (from 1-30) representing the number of days you want to advance the date, then select **Add x days (1-30)**.
4. Select **Continue**. The new date now shows in the Home screen.
5. At the Home screen:
   • If you have a scale, place the mail piece on it.
   • If you have *any* weight showing, select **CLASS** or **Select a class** (depending on your machine settings).
   • If "Enter Manual Weight" is showing, you need to enter a manual weight first (see steps A-C below).
      A. Press **Weigh/Rate**.
      B. Key in 1 g and select **Continue**.

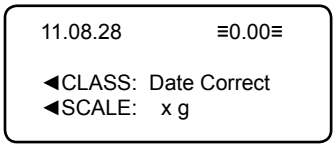


      C. Select **CLASS** or **Select a class** (depending on your machine settings).
6. Select **Other Payment** option, then select **Date Correct**.

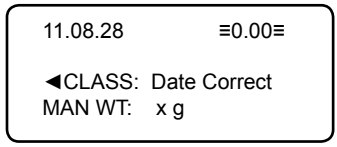


Correcting a Date on a Mail Piece

7. A screen displays with the date and $0.00 indicia (an example is shown below):

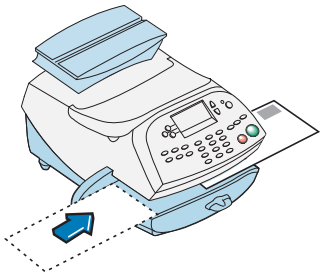


Screen with Scale



Screen without Scale

8. Take mail piece off of scale and run the mail piece through the system so the that indicia prints in the upper right hand corner of the back side of the envelope (opposite of where initial indicia is printed). Alternatively, you can use a tape sheet to print the correction indicia and place it to the left of the original indicia (for parcels) or as instructed above for letters.

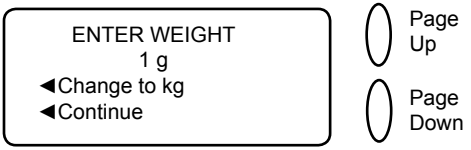


9. Return the machine date to the current date by pressing **Options**. Select **Set to todays date**. You return to the Home screen with the current (today's) date set.

Printing a Statement of Mailing or Manifest Payment

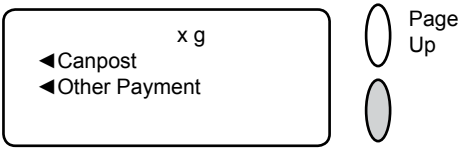
This procedure is used when you have multiple parcels to send and want to evidence the postage payment for these shipments through one single digital indicia.

1. At the Home screen:
   - If you have a scale, place any mail piece on it.
   - If you have *any* weight showing, select **CLASS** or **Select a class** (depending on your machine settings).
   - If "Enter Manual Weight" is showing, you need to enter a manual weight first (see steps A-C below).
     A. Press **Weigh/Rate**.
     B. Key in 1 g and select **Continue**.

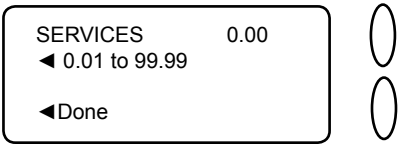


     C. Select **CLASS** or **Select a class** (depending on your machine settings).

2. Select **Other Payment** option, then select **Manifesting**.



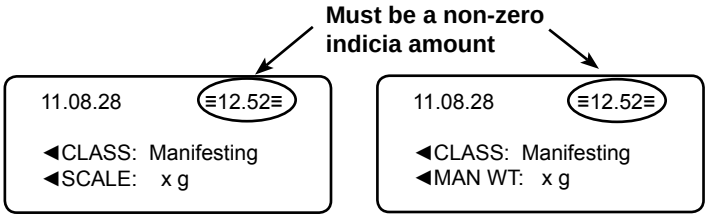
3. At the Services screen, select **0.01 to 99.99**.



4. Key in the postage value for the Statement of Mailing or Manifest Payment *using appropriate decimal place*s and select **OK**.

Printing a Statement of Mailing or Manifest Payment

5. At the Services confirmation screen, select **Done**. A screen displays (an example is shown below):



Screen with Scale **Screen without Scale**

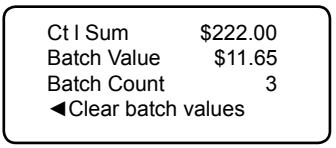
6. Place a tape sheet up against the registration wall of the system and slide it to the right until the system grasps it. The system prints the digital indicia and ejects the envelope. Place the tape sheet on the Statement of Mailing or Manifest which your local Canada Post retail outlet can provide.

Checking and Clearing the Batch Count

Your system has the ability to keep track of batches of mail if desired. You may use this feature to track the amount of mail going out per day, per week, per month, etc. The system stores the postage value and piece count information in a batch register. You can view and print the batch register values at any time. You can also clear/ reset the batch register to zero when necessary.

Viewing (Checking) the Batch Count

1. Press **Funds**.
2. Press **Page Down**.
3. The display shows the batch information (a sample screen is shown below).



Batch Count – the number of mail pieces that had postage applied since the last time the batch count was cleared

Batch Value – the amount of postage applied since the last time the batch value was cleared

4. Press **Clear** (back arrow key) or press **Home** to return to the Home screen.

Checking and Clearing the Batch Count

Printing the Batch Count

1. Press **Funds**.
2. Press **Page Down** twice and select **Print Funds Report**.
3. At the *Please insert envelope or tape sheet to print report* prompt, place the envelope/tape sheet up against the back wall of the system and slide it to the right until the system grasps it. The Funds Reports is printed and the envelope/tape strip is ejected.

Used – the total of all postage ever used in the meter

Available – the amount of postage left in the meter

Total Pieces – the total number of mail pieces run through the meter that had postage applied

Control Sum – the total of all postage refills for the meter. It equals the amount *Used* plus *Available funds.* This is a postal requirement that verifies an accurate accounting of postage in your meter.

Batch Count – the number of mail pieces that had postage applied since the last time the batch count was cleared

Batch Value – the amount of postage applied since the last time the batch value was cleared

PBP Serial No. – serial number of this meter (normally meter number)

4. Press **Home** to return to the Home screen.

Clearing the Batch Count

IMPORTANT: Make sure you really want to clear the batch count; once you do, you can't restore the data.

1. Press **Funds**.
2. Press **Page Down** and select **Clear batch values**.
3. At the "Confirm Clear" prompt, press **Yes/Enter** to confirm. The batch value and batch piece registers return to zero
4. Press **Home** to return to the Home screen.

This page was put in as a placeholder so you can print this guide in a duplex (double-sided) mode while keeping the proper page positions.

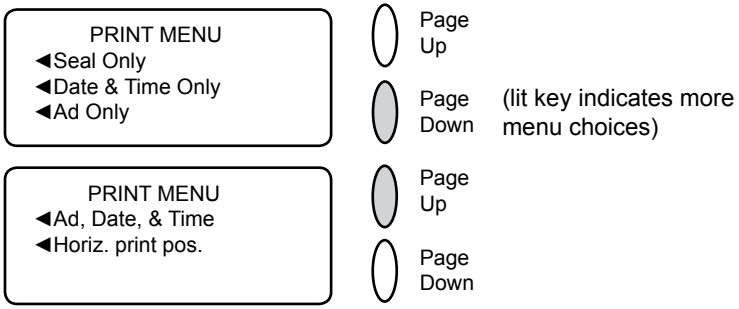
4 • Printing Options

Printing Options Overview

There are various printing options available when processing mail through your machine. Refer to the table below.

Printing Option	*Used for Outgoing Mail*	*Used for Incoming Mail*
Print a normal meter stamp (postage indicia)	X	
Manually advancing printed date for meter stamp	X	
Bypass all printing and only seal the envelope (with the optional moistener)	X	
Adjust horizontal print position of the meter stamp	X	
Print the time and date only (no meter stamp)		X
Print an ad, time and date only (no meter stamp)		X
Print an ad only (no meter stamp)		X

Most of these options are available by pressing **Print Menu** and selecting your choice (see below).



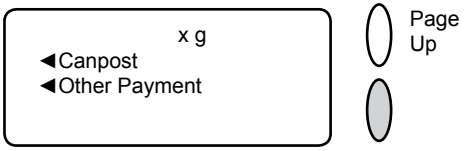
NOTE: Topic headings in this manual that refer to a PC Meter Connect™ feature will be listed in **green text.**

Printing a $0.00 Meter Test Print

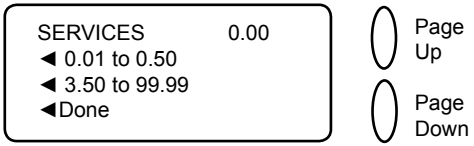
Periodically, you may want to conduct a test print to determine if your print mechanism is operating correctly. One way to do this is to print a $0.00 indicia so as not to waste postage (the other way is to run the test print option from the menu; see *Chapter 10, Maintenance,* Test Print section).

To create a zero dollar test print:

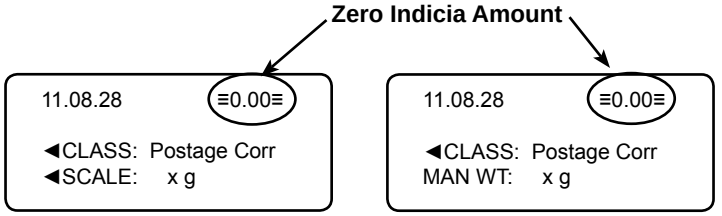
1. At the Home screen, select **CLASS** or **Select a class** (depending on your machine settings).
2. Select **Other Payment** option, then select **Postage Corr**.



3. The system displays a series of selectable postage value ranges. Select **Done**.



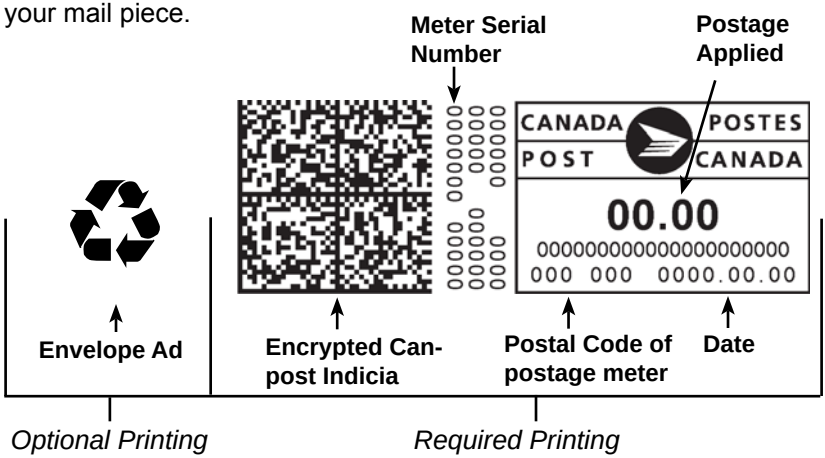
4. You return to the main screen.
   - If you have the accounting feature turned on, select an account.
   - If you have an optional scale, place a mail piece on it.
   - If you do not have the optional scale, enter a manually weight (between 1g - 30g) and select **Continue**.
5. The main screen displays a postage value of $0.00 and the system will allow you to print a zero dollar indicia.



Screen with Scale **Screen without Scale**

Sections of the Meter Stamp

These are the sections that make up the meter stamp printed on your mail piece.



Auto-Advance of Printed Date for the Meter Stamp

The system is set from the factory to automatically advance the printed date on the meter stamp (as well as its internally held date) when the system time reaches 12:00 AM. However, you may change the time of day when the auto-advance of the date occurs (see *Chapter 7, System Options* for more information).

Manually Advancing Printed Date for the Meter Stamp

You may want to advance the date printed on the meter stamp if it is after normal business hours and you want to prepare outgoing mail for a future business day's mailing.

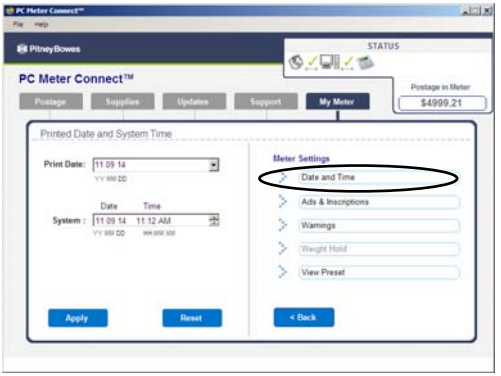
IMPORTANT:

- You can advance the date up to 30 days from the current date.
- Changing the printed date does not change the machine's internally held date.
- You can always return the printed date to the current date.
- You cannot change the printed date to a date earlier than the machine's internally held date (in an effort to backdate the mail).
- Accounting data is posted on the actual date the mail piece is run (per the internal clock/calendar in the mailing system), *not by the date printed on the meter stamp*.

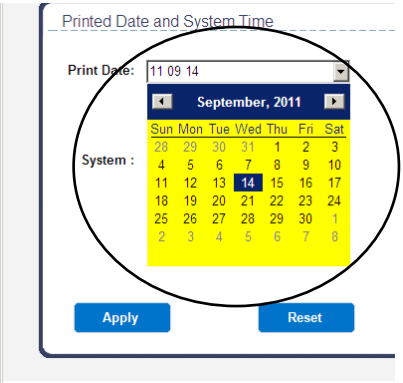
Manually Advancing Printed Date for the Meter Stamp

At PC Using PC Meter Connect™

1. At the *My Meter* tab, select **Meter Settings**.
2. Select **Date and Time**.



3. In the Print Date field, access the dropdown calendar. Use the **<** or **>** keys to select the month, then click on the day you want to print on your meter stamp.


Printed Date and System Time
Print Date:
11 09 14
September, 2011
Sun Mon Tue Wed Thu Fri Sat
28 29 30 31 1 2 3
4 5 6 7 8 9 10
11 12 13 14 15 16 17
18 19 20 21 22 23 24
25 26 27 28 29 30 1
2 3 4 5 6 7 8
System :
Apply
Reset

4. Click **Apply**. A confirmation screen displays the new date. Click **OK.**
5. To set the date on your mail back to the current date, repeat steps 1-4 and select today's date.

Manually Advancing Printed Date for the Meter Stamp

At PC Using PC Meter Connect™

NOTE: If you are accessing features from PC Meter Connect™ please keep in mind the following:

- If the system is in sleep mode, accessing a feature from the Main Window will awaken the machine.
- Once in an awaken state, the machine must be at the Home screen (ready to print postage) to use features found on the *Postage*, *Updates*, and *My Meter* tabs on the Main Window. Otherwise, a *meter is busy* message displays on the PC. This condition can happen, for example, if you have the Accounting option set up on the system and the machine is waiting for someone to select an account for printing postage.

At Mailing Machine

1. Press **Options**.
2. Select **Advance the date**.
3. Displays current date in in YYYY MM DD format (for Canada). You may either:
   A. Select **Add one day** to advance date one day for each pressing of the key.
   B. Key in a number (from 1-30) representing the number of days you want to advance the date, *then select* **Add x days (1-30)**.
4. Select **Continue**. The new date now shows in the Home screen.
5. To set the date on your mail back to the current date, press **Options** and select **Set to todays date**. You will be returned to the Home screen with the current (today's) date set

Setting the Machine to Today's Date

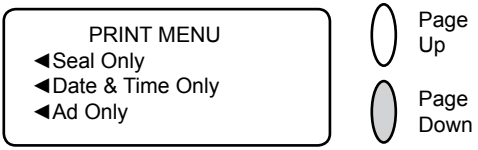
1. Press **Options**.
2. Select **Set to todays date**. You will be returned to the Home screen with the current (today's) date set.

Bypass Printing and Seal the Envelope Only

(when using the optional moistener)

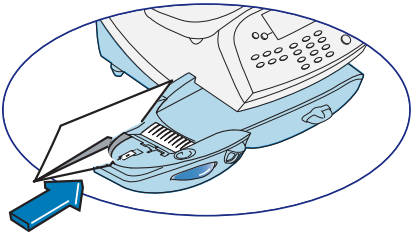
If using the optional moistener with pre-addressed envelopes, you can set up your mailing system to seal envelopes without printing a digital indicia on them.

1. Press **Print Menu**.
2. Select **Seal Only**.



The SEAL ONLY- NO PRINTING screen appears.

3. Place flap along moistener and move towards the right.

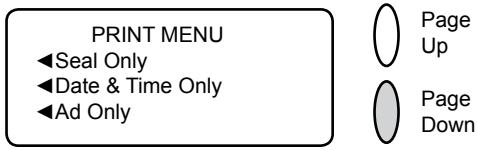


4. Slide the envelope to the right until the system takes hold of it. The system seals and ejects the piece.
5. Select **Exit SEAL ONLY** when finished to return you to the Home screen.

Printing the Date and Time on Incoming Mail

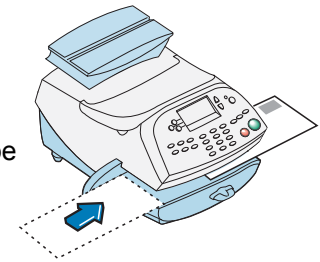
You can set up your mailing system to print the date and time on incoming pieces of mail.

1. Press **Print Menu**.
2. Select **Date & Time Only**.



The DATE AND TIME ONLY - NO POSTAGE PRINTED screen appears.

3. Place the envelope up against the registration wall of the system and slide it to the right until the system grasps it. The system prints the time and date and ejects the envelope/tape sheet.



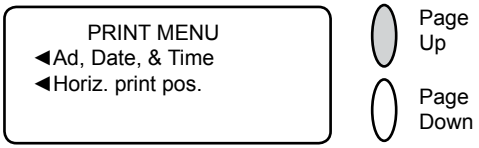
NOTE: Make sure you orient the mail piece so the date and time prints on a blank section of the mail piece.

4. Select **Exit DATE AND TIME** when finished to return you to the Home screen.

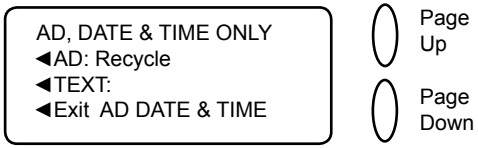
Printing an Ad, Date, and Time on Incoming Mail

You can set up your mailing system to print an ad, the date and time on incoming pieces of mail.

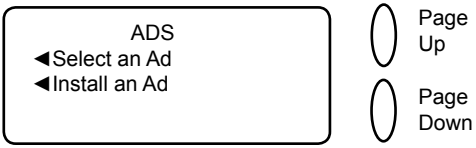
1. Press **Print Menu**.
2. Use the **Page Down** key and select **Ad, Date, & Time**.



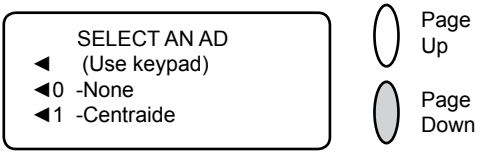
3. The AD DATE & TIME ONLY screen displays. If the current ad shown is correct, skip to step 6; otherwise select **AD**.



4. Select **Select an Ad**.

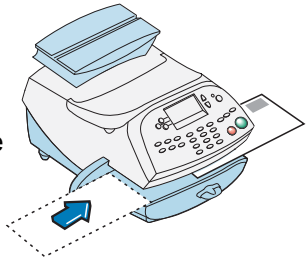


5. Select the ad desired. Use the **Page Down** or **Page Up** keys to scroll through the choices.



Printing an Ad, Date, and Time on Incoming Mail

6. Place the envelope up against the registration wall of the system and slide it to the right until the system grasps it. The system prints the time and date and ejects the envelope/tape sheet.



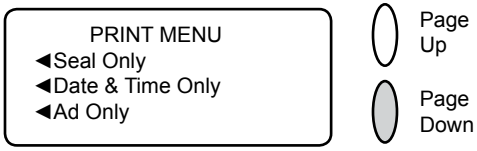
NOTE: Make sure you orient the mail piece so the date and time prints on a blank section of the mail piece.

7. Select **Exit AD DATE & TIME** when finished to return you to the Home screen.

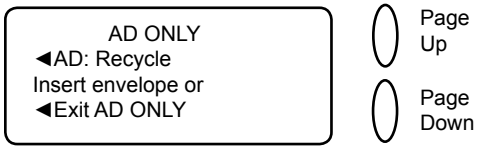
Printing an Envelope Ad on Incoming Mail

You can set up your mailing system to print an envelope ad on incoming pieces of mail.

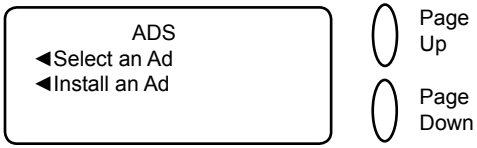
1. Press **Print Menu**.
2. Select **Ad Only**.



3. The AD ONLY screen displays. If the current ad shown is correct, skip to step 6; otherwise select **AD**.

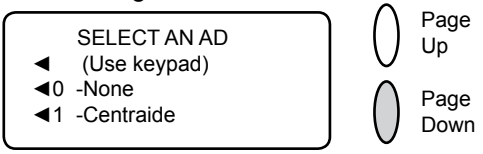


4. Select **Select an Ad**.

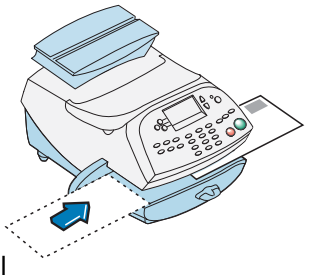


Printing an Envelope Ad on Incoming Mail

5. Select the ad desired. Use the **Page Down** or **Page Up** keys to scroll through the choices.



6. Place the envelope up against the registration wall of the system and slide it to the right until the system grasps it. The system prints the time and date and ejects the envelope/tape sheet.



> ***NOTE:*** Make sure you orient the mail piece so the date and time prints on a blank section of the mail piece.

7. Select **Exit AD ONLY** when finished to return you to the Home screen.

Downloading an Envelope Ad Into Your System

If you want another envelope ad (your machine has a capacity of 20 ads), contact Pitney Bowes (see page *v*). Ready-made items can be purchased and downloaded directly into your machine. We can also work with you to create custom ads.

> ***NOTE:*** Make sure you orient the mail piece so the date and time prints on a blank section of the mail piece. Your ad must be purchased, ready, and the machine must be connected to an analog phone line for this download procedure.

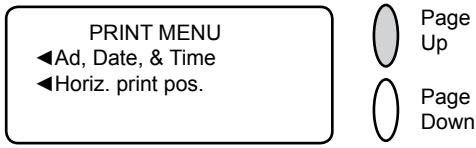
1. From Home screen, press **Page Down** to second screen and select **AD.**
2. Select **Install an Add**.
3. Select **Connect now**:
4. The system dials into the Pitney Bowes Data Centre (this may take a few moments). Various screens display, letting you know the status of the process.
5. After connection is made and the download has completed, a message stating so displays. Select **OK**.
6. You return to the Home screen.

Adjusting Horizontal Print Position of Indicia

You may need to adjust slightly the left/right print position of the indicia on a mail piece.

NOTE: To achieve maximum readability at the post office, we *strongly advise* that you do not change the default value that the machine is shipped with. Call your local post office or visit the Canada Post website at www.canadapost.ca if you need more information.

1. Press **Print Menu**.
2. Press **Page Down** and select **Horiz. print pos.**



3. Key in the print distance from the right edge of the mail piece to the indicia (from 5-12 mm).
4. Press **Yes/Enter** to return to the Home screen.

This page was put in as a placeholder so you can print this guide in a duplex (double-sided) mode while keeping the proper page positions.

5 • Normal and Custom Presets

What is a Preset?

A preset is a setting you can call up at the touch of a button that holds pre-defined values such as class, ad, etc. within your machine. Your system has a Normal preset whose values display after the machine is turned on, after it is awaken from sleep mode, or by pressing **Normal Preset**. Your system also has the ability to store up to 10 custom presets which are accessed by pressing **Custom Preset** and choosing the desired preset from the menu. Generally, Custom Presets contain more postal parameters than the Normal Preset, and are used less frequently.

When setting up a preset, the system takes a "snapshot" of the current values on your machine when you define a preset. For example, if the machine is set up to print an ad and the class is Letter Domestic Standard, this is the condition that will be recorded by system when you define the preset.

To change a preset, you can use the home screen menu selections and/or **Weigh/Rate** and **Print Menu** keys to establish a new condition on your machine. The Custom Preset or Normal Preset will then record these new settings when you define or save the new preset in the Custom Presets menu.

Why Should I Use Presets?

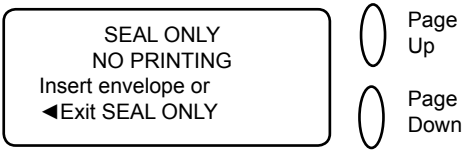
Presets save you time. You don't have to concern yourself with individually selecting the class, special services, etc. – all that information is automatically contained in the preset.

The Normal preset is generally set to the most commonly printed postage value you use in your home or office. Many of our customers choose to set the Normal preset for the cost of a Standard Domestic Letter, as that is the most common mail sent.

NOTE: Topic headings in this manual that refer to a PC Meter Connect™ feature are listed in **green text.**

Normal Preset

The Normal preset as shipped from the factory is set for "Seal Only" and cannot be used to print postage on a mail piece (see screen below).



Factory-Set Normal Preset Screen

IMPORTANT: Keep in mind the following for the Normal Preset:

- To invoke the Normal Preset values, press **Normal Preset**.
- The machine reverts to the Normal Preset values:
  - when the machine is first turned on
  - when the machine wakes up after sleep mode
- You cannot delete the Normal Preset.
- You cannot modify the name of the Normal Preset.
- You cannot assign an account to the Normal Preset (if you have enabled the accounting feature).
- *On systems without the optional scale:*

  You cannot change the factory setting of "Seal Only" for the Normal Preset.
- *On systems with the optional scale*:

  - You can change the Normal Preset (see next page for directions), but you can not include a weight or postage in your Normal Preset. Consequently, you will still need to weigh the mail piece to establish the proper postage amount using the Normal Preset.

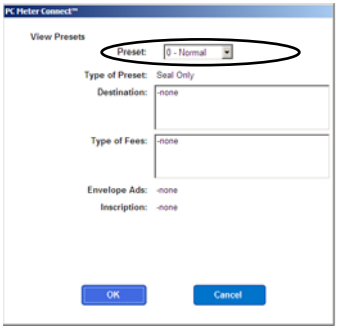
  - If you have changed the Normal Preset and remove the scale for any reason, the system reverts to the factory setting of "Seal Only" for the Normal Preset. When you replace the scale, you can then re-program the Normal Preset.

Normal Preset

Viewing the Values of the Normal Preset

At a PC Using PC Meter Connect™

1. Select the *My Meter* tab.
2. Click *Meter Settings.*
3. Click on **View Preset**.
4. At the Preset field, use the dropdown menu to view or select the Normal preset.



View Presets Screen from *PC Meter Connect™*

5. Click **OK** (to accept the new choice) or **Cancel** (to leave the old choice).

NOTE: If you are accessing features from PC Meter Connect™, please keep in mind the following:

- If the system is in sleep mode, accessing a feature from the Main Window will awaken the machine.
- Once in an awaken state, the machine must be at the Home screen (ready to print postage) to use features found on the *Postage*, *Updates*, and *My Meter* tabs on the Main Window. Otherwise, a *meter is busy* message displays on the PC. This condition can happen, for example, if you have the Accounting option set up on the system and the machine is waiting for someone to select an account for printing postage.

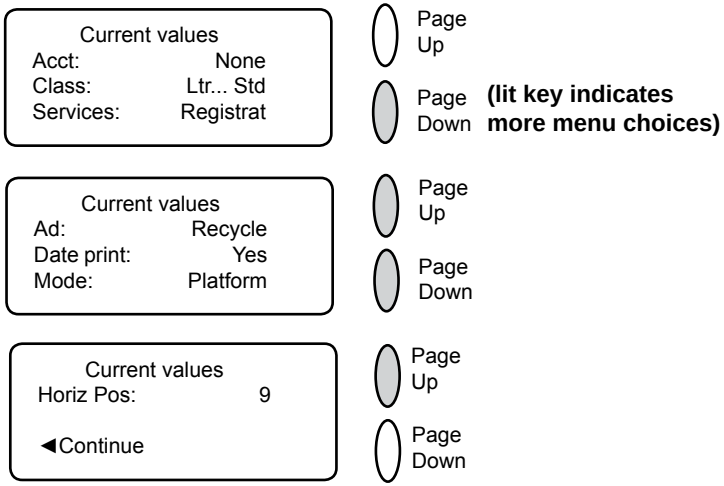
Normal Preset

Viewing the Values of the Normal Preset (cont'd)

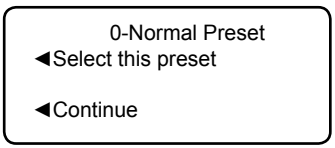
At Mailing Machine

1. Press **Custom Preset**.
2. Press **Page Down**.
3. Select **View Preset**. The display lists all presets.
4. Select **Normal Preset** (it should be the first preset on the list). The first screen of defined values for Normal Preset is listed. Press **Page Down** to see the remainder of the defined values.

   NOTE: The number of screens and the values displayed may vary, depending on the options used for your preset and the options installed on your machine.



5. When you press **Page Down** to the last screen, you have a choice:



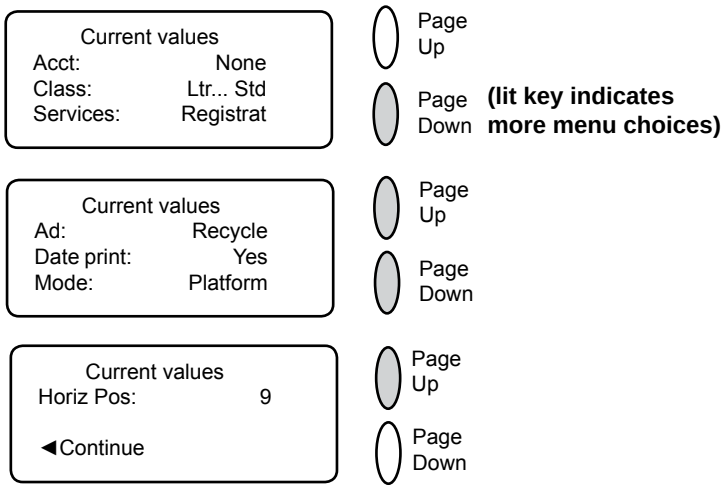
   A. If you want to use the Normal Preset as is, select **Select this preset**. You return to the Home screen with the Normal Preset chosen (using the values just shown).
   B. Select **Continue** to return to the View a Preset screen.

Normal Preset

Defining a Normal Preset (Systems with Scales Only)

To define the Normal Preset:

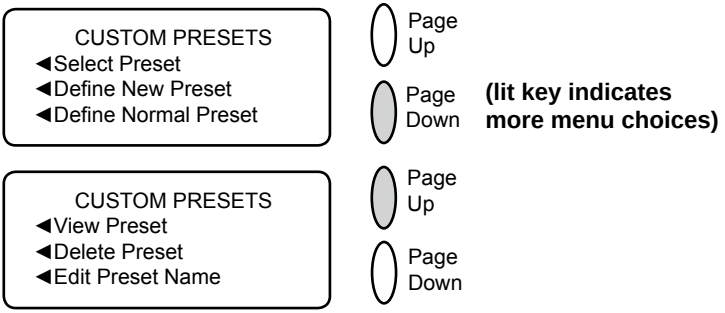
1. Establish the proper settings on the machine (such as class of mail, ad, fees, etc) that you want the preset to contain.
2. Press **Custom Preset**.
3. Select **Define Normal Preset**.
4. You will be prompted if all current values are correct.
   A. If you press **Yes/Enter**. The new values are saved.
   B. If you press **No**, the system will display the current values. Press **Page Down** to see the remainder of the defined values. Select **Continue** when finished. Screens with sample information are shown below.



5. Select **Continue**. You return to the Custom Presets menu.
6. Press **Home** to return to the Home screen.

Custom Presets

Your system can store up to 10 custom presets. Press **Custom Preset** to access the Custom Presets menu:



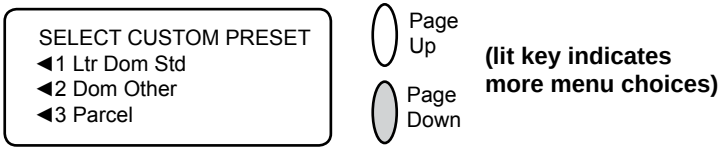
IMPORTANT: Keep in mind the following for custom presets:

- There is no option to edit a custom preset, but you can define a new custom preset based on the current condition of the machine (and then delete your old custom preset).
- To include a postage in your custom preset, you must use the manual weight entry function to establish a weight (not the scale), choose a class, and have a postage indicia displaying on the screen when you save your preset.
- When a rate change is announced, always check the postage values assigned to all custom presets to make sure that they comply with the new rates.

Custom Presets

Selecting a Custom Preset

1. Press **Custom Preset**.
2. Select **Select Preset**. The display lists all presets created on your system. A sample list is shown below.



3. Press **Page Down** to see additional choices (if available).
4. Select the preset you want to use. You return to the Home screen with the preset values chosen.

Viewing the Values of a Custom Preset

At a PC Using PC Meter Connect™

1. Select the *My Meter* tab.
2. Click *Meter Settings.*
3. Click on **View Preset**.
4. At the Preset field, use the dropdown menu to select the preset desired.

View Presets Screen from *PC Meter Connect™*

5. Click **OK** (to accept the new choice) or **Cancel** (to leave the old choice).

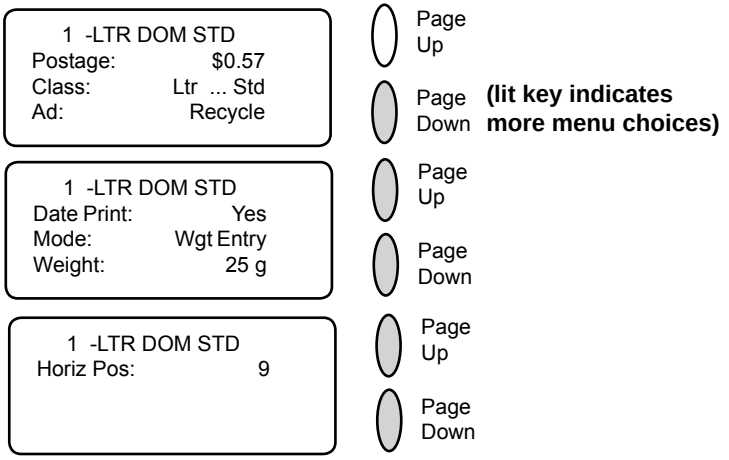
Custom Presets

Viewing the Values of a Custom Preset

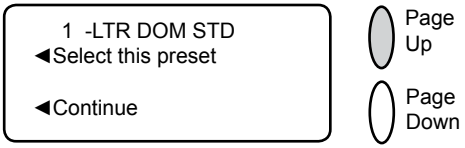
At Mailing Machine

1. Press **Custom Preset**.
2. Select **View Preset**. The display lists all presets.
3. Select the preset you want to view. The first screen of defined values for the custom preset is listed. Press **Page Down** to see the remainder of the defined values. Example custom preset value screens are shown below.

   NOTE: The parameters that display on your screens are based on your machine settings, and may not reflect the example shown below.



4. If you press **Page Down** to last screen, you have a choice:



   A. If you want to use this custom preset as is, select **Select this preset**. You return to the Home screen with this custom preset chosen (using the values just shown).

   B. Select **Continue** to return you to the first screen in Step 3.

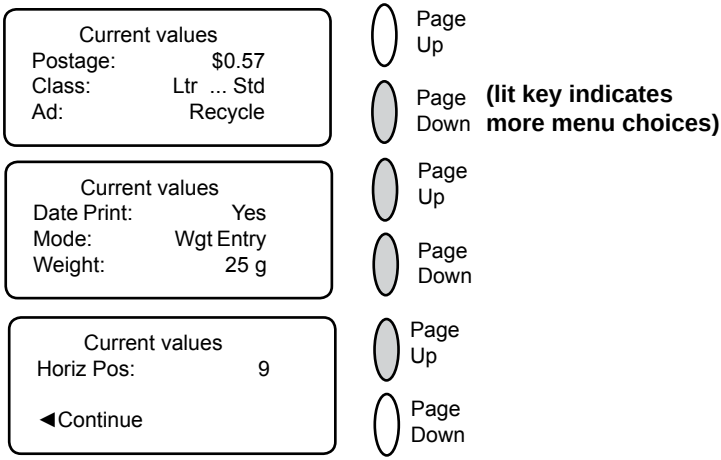
Custom Presets

Defining a New Custom Preset

To define (create) a new custom preset:

1. Establish the proper settings on the machine (such as class of mail, ad, manual weight, etc) that you want the preset to contain.
2. Press **Custom Preset**.
3. Select **Define New Preset**.
4. You will be prompted if all current values are correct.
   A. If you press **Yes/Enter**, the system will prompt for the name of this preset. Key in a name for the preset. It can be up to twelve alpha/numeric characters long. To access alpha characters, tap the appropriate number key until the desired character displays. When finished, select **OK**. The new values are saved and you return to the Custom Presets menu.
   B. If you press **No**, the system will display the current values. Press **Page Down** to see the remainder of the defined values. Screens with sample information are shown below.

      NOTE: The parameters that display on your screens are based on your machine settings, and may not reflect the example shown below.



5. Select **Continue** at the last screen to return you the prompt in Step 4, or press **Home** to return to the Home screen and establish the proper values for this setting. Start back at Step 1 when finished.

Custom Presets

Editing a Custom Preset Name

You may change the name of a custom preset if you want.

1. Press **Custom Preset**.
2. Press **Page Down** and select **Edit Preset Name**.
3. The display lists all the custom presets. Select the preset you want to edit.
4. The system will prompt for the new name of this preset. Key in the new name for this preset. It can be up to twelve alpha/numeric characters long. To access alpha characters, tap the appropriate number key until the desired character displays.
5. When finished, select **OK**. You return to the Custom Presets menu.
6. Press **Home** to return to the Home screen.

Deleting a Custom Preset

Deleting a custom preset removes all the values assigned to it and removes it from the Custom Presets menu.

IMPORTANT:
Once you delete a custom preset, its values are gone. You can't recover a deleted preset.

1. Press **Custom Preset**.
2. Press **Page Down** and select **Delete Preset**. The display lists all presets.
3. Select the custom preset you want to delete.
4. At the prompt to clear the prompt, press **Yes/Enter.** The preset is deleted.
5. The system confirms that the preset has been deleted. Select **Continue**. You return to the Custom Presets menu.
6. Press **Home** to return to the Home screen.

6 • Adding Postage/Connecting to Data Centre

Postage and Your Machine

Postage is stored internally in your meter. When you need to add more, you simply establish communications between your meter and the Pitney Bowes Data Centre, and specify the amount of postage you wish to download. The postage is electronically transferred to your meter from your Pitney Bowes Postage By Phone® meter payment account.

You must establish a Pitney Bowes Postage By Phone® meter payment account and have funds available in it before you can download the funds (for postage) to your meter. There are several ways you can arrange to have funds put in your Postage By Phone® meter payment account (send in a check, direct withdrawal, establish credit, etc.). See the *Pitney Bowes Contact List* on page *v* to call for further information.

> ***NOTE:*** Topic headings in this manual that refer to a PC Meter Connect™ feature are listed in **green text.**

Establishing Communications Between Your Machine and the Pitney Bowes Data Centre

You can establish communications between your mailing system and the Pitney Bowes Data Centre in three ways:

- Connect your mailing system to a LAN network that has Internet access. This is known as Constant Connection (see page 6-5).
- Install the PC Meter Connect™ software on a Windows PC that has Internet access and connect a USB cable between your machine and the PC (see page 6-6, and also *Appendix A - PC Meter Connect*™).
- Connect the mailing system to an analog phone line (see page 6-7) if you do not have Internet access via a LAN network or a PC.

> ***NOTE:*** Postage refills, system upgrades and rates downloads will typically be much faster using an Internet connection.

IMPORTANT:
For printing postage, the machine does not have to be connected to the Pitney Bowes Data Centre. However, we recommended you keep your machine in a ready-to-connect state to the Pitney Bowes Data Centre on a permanent basis (using any one of the above connection methods).

Downloads from the Data Centre to Your Machine

When you connect to the Pitney Bowes Data Centre to add postage or perform other transactions, the Data Centre may activate other downloads while the machine is connected. If some type of software/postal update or download is available, a message stating so displays.

- If a download is not mandatory, you will be prompted with either *Get Update now* or *Skip; Get later*. Select the one that makes sense to you at that time.
- If a download is mandatory, only *Get Update now* displays and you must perform the download.

After the download has completed, a message stating so displays.

- If you need to reboot the system, the prompt *Restart now* displays. Select this to restart the system.
- If no rebooting is necessary, simply select **Continue** to return to the Home screen.

IMPORTANT:
While the meter is processing a download from the Pitney Bowes Data Centre, do not disconnect the analog phone line, USB cable, or power from the meter.

Wait until the meter has finished processing before disconnecting the meter. You will know this has occurred when the meter's Home screen showing postage and date displays.

The following downloads/activities may occur when your system is connected to the Pitney Bowes Data Centre:

System Update

If there this an important update to your system, you will be notified that a required update is necessary.

Envelope Ads

If you ordered new envelope advertisements, you will be notified that you can perform a download to obtain these.

Downloads from the Data Centre to Your Machine

Postal Code Update

If the Postal Code on record at the Pitney Bowes Data Centre does not match the Postal Code of your system, the code will be downloaded into your system. (When a system is moved to a new Postal Code, the Data Centre enters the new code into the record. The system is updated when a connection is made to the Data Centre.)

Postal Inspection

The CPC requires a postal inspection of your machine every 90 days. This postal inspection requirement can be automatically met by connecting to the Pitney Bowes Data Centre to check your Postage By Phone® meter payment account balance or to add postage to your mailing machine.

ⓘ ***NOTE:*** If the interval between inspections is more than 60 days, your machine's display prompts *Connection Due*. If the interval between inspections is more than 90 days, the display prompts *Connection Required By Post*. At this point, you won't be able to use your mailing system until your system is inspected (i.e., connected to the Data Centre). In either case, to satisfy the postal inspection requirement, simply:

- Follow the prompts on the Connection Due or Connection Required By Post screens or
- Press **Add Postage** and select **Check PBP Account Balance** (which will not decrease or change the funds in your account).

Downloads from the Data Centre to Your Machine

Postal Rate Update

Postal rates change periodically. If new rates are available, you can download them quickly and easily directly from the Pitney Bowes Data Centre. The new rates are normally available for download at least seven days before the effective date. The prices will automatically change on the effective date.

NOTE: It is best to download the update prior to the effective date because on the effective date, the download servers may be running slow due to high volume.

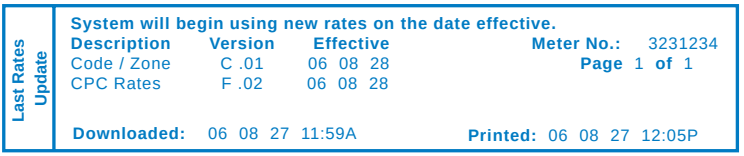
The display tells you when a Rate Change update is complete. It also tells you if the update is immediate or takes effect at a later date by listing the new date.

NOTE: If you decide to take the update and the rates go into effect in the future, you will not be printing postage at the new rates until the effective date is reached.

If the rate for a First Class letter has changed and is effective immediately, a screen displays showing the present preset postage and asks you if you want to reset the normal preset postage. Press **Yes/ Enter.** A screen displays for you to enter the new rate.

NOTE: When a Rate Change update takes place, it may also affect other presets you have set in your mailing machine. You must check all your presets to insure that they conform to the new rates. See *Chapter 5, Normal and Custom Presets* for instructions on changing preset values.

As part of downloading the new rates, we recommend that you print the last rates update report (see figure below) when prompted.


Last Rates Update
System will begin using new rates on the date effective.
Description Version Effective
Meter No.: 3231234
Code / Zone C .01 06 08 28
Page 1 of 1
CPC Rates F .02 06 08 28
Downloaded: 06 08 27 11:59A
Printed: 06 08 27 12:05P

Description – the specific type of rate that is affected

Version – the alpha-numeric identifier used for this rate

Effective Date – the date the new rate takes effect

Meter No. – the serial number of this meter

Downloaded – the date and time the new rates were downloaded into the machine

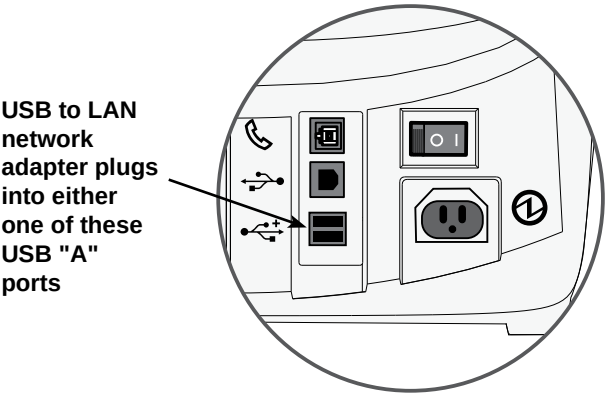
Printed – the date and time this report was printed

Using a LAN Network (Constant Connection) to Establish Communications with the Data Centre

Constant Connection is an option that allows you to connect your machine to the Pitney Bowes Data Centre via a LAN network that has Internet access. Constant Connection's high-speed connectivity eliminates the need for an analog line and provides faster transmission speed when connecting through your local network.

To use, plug one end of the Ethernet cable (supplied) to your Internet LAN network port and the other end to the USB adapter which plugs into either one of the two USB "A" ports on the back bottom of the machine (see figure below).

You may leave this connected on a permanent basis; hence the name constant connection.

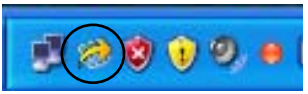


Dack of Machine

Using *PC Meter Connect™ Desktop Application* to Establish Communications with the Data Centre

NOTE: For information on installing and using this feature on your PC, see *Appendix A - PC Meter Connect™*.

Once installed, all you need to do is verify that the PC Meter Connect™ icon is in the system tray (this indicates it is running), and that there is no red "X" on the icon (which indicates the mailing machine is not detected by the application).



Icon in System Tray

NOTE: If the PC Meter Connect™ software was not running for some reason (you'll know this when you don't see the PC Meter Connect™ icon in the system tray), double clicking on the desktop icon will restart the software. Alternately, you may click on the Start button > All Programs > Pitney Bowes > PC Meter Connect. A PC Meter Connect™ icon will then appear in system tray.

Desktop Shortcut Icon

If you connect or disconnect your machine from the PC, messages display from the PC Meter Connect™ icon in the system tray:

- *Meter Not Connected* displays when you disconnect your machine from the PC. The red "X" stays on the icon thereafter.

- *Meter detected* displays when you connect your machine to the PC (after it had been disconnected). The red "X" disappears.

Using Analog Phone Line to Establish Communications with the Data Centre

If you do not have a Windows PC available with Internet access, you may establish communications to the Pitney Bowes Data Centre using an analog phone line. The following are usually analog phone lines:

- Fax lines
- Residential phone lines
- Lines used by modems or credit card readers

Plug the telephone line (supplied) into the connector on the back of the machine (see *Chapter 2, Getting to Know Your System)*. Use a dedicated analog phone line if possible (one that is not shared with other devices) to avoid possible issues.

NOTE: Postage refills, system upgrades and rates downloads will typically be much faster using an Internet connection.

IMPORTANT:

- Phone systems installed in some businesses are not analog and may damage your system. If you are unsure about your phone line, contact your telephone company or local network administrator.
- If you have a DSL line and want to connect your machine using the analog phone jack on the back of the machine, you should install a DSL filter obtained from your DSL provider before connecting the system.
- While the system is processing a download from the Pitney Bowes Data Centre, do not disconnect the analog phone line, USB cable, or power from the machine. Wait until the system's main screen showing postage and date displays before disconnecting and moving the machine.
- PC Meter Connect™ is a much faster method to perform postage refills and system downloads than using an analog phone connection.
- If you want to use the PC Meter Connect™ method of connecting to the Data Centre, unplug the analog phone line from the back of the machine, then connect the USB cable between your machine and your PC.

Checking Funds (Postage) Availability in Machine

At a PC Using PC Meter Connect™

At the Postage tab (which is the default tab that displays when you first launch the program), the postage in the meter is displayed under the Current Meter Balance section.

NOTE: If you are accessing features from PC Meter Connect™, please keep in mind the following:

- If the system is in sleep mode, accessing a feature from the Main Window will awaken the machine.
- Once in an awaken state, the machine must be at the Home screen (ready to print postage) to use features found on the *Postage*, *Updates*, and *My Meter* tabs on the Main Window. Otherwise, a "*meter is busy message"* displays on the PC. This condition can happen, for example, if you have the Accounting option set up on the system and the machine is waiting for someone to select an account for printing postage.

At Mailing Machine

1. Press **Funds**.
2. The funds left, used, and pieces processed display.

FUNDS	
Available	$204.94
Used	$17.06
Total Pieces	40

Available – the amount of funds (postage) left in your meter

Used – the total of all postage ever used in the meter

Total Pieces – the total number of mail pieces run through the meter that had postage applied

3. Press **Clear** (back arrow key) or **Home** to return to Home screen.

Checking Your Account Balance in the Postage By Phone® System

NOTE: The Postage By Phone® account balance represents the funds in your account, ***not*** the amount in your meter. Also, your system must be connected to the Pitney Bowes Data Centre to view this balance.

Other items that display with your Postage By Phone balance include:

Prepaid – the amount you have *prepaid* in your Postage By Phone® account balance (by sending in a check, using your credit card, etc.)

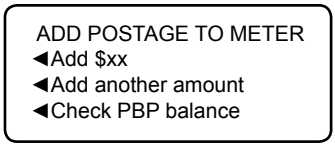
Other – the amount you have ***on*** *credit* on your Postage By Phone® account balance (by signing up to one of the various Pitney Bowes credit programs such as Purchase Power, etc.)

At a PC Using PC Meter Connect™

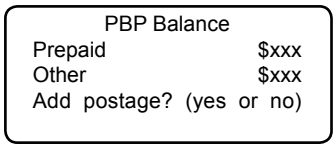
At the *Postage* tab (which is the default tab that displays when you first launch the program), you can view Account Balance at Pitney Bowes.

At Mailing Machine

1. Make sure your machine can make connection to the Data Centre.
2. Press **Add Postage**.
3. Select **Check PBP balance**.



4. The system connects to the Pitney Bowes Data Centre (this may take a few moments). Various screens displays, letting you know the status of the process.
5. The Prepaid and Other balances displays. Press **No**.



If there are no updates for your system, you will return to the Home screen. If there are updates available, the display notifies you of this fact.

Adding Postage

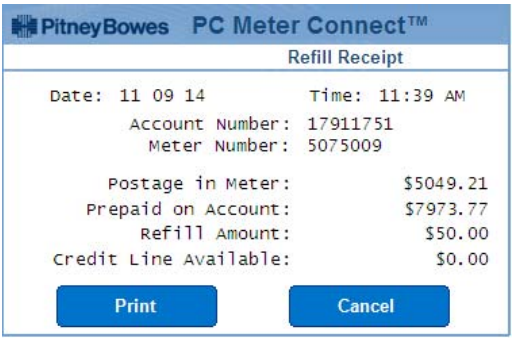
You can add postage to your machine any time you need to, as long as you have enough funds in your Postage By Phone® account and your system is connected to the Pitney Bowes Data Centre.

At a PC Using PC Meter Connect™

1. At the *Postage* tab, click on **Add Postage to Meter**.
2. Enter in the amount you desire, or choose one of the pre-set amounts for quicker selection. Click **Confirm** to continue.
3. A status bar displays, letting you know the progress of the transaction. After the postage has been downloaded into your meter, you have choice to print a receipt from your PC:

   A. To bypass the printing of the receipt, click **Skip**.

   B. To print, click **Print Receipt**. The Refill Receipt screen displays.



Refill Receipt from *PC Meter Connect™*

   C. Click **Print** to continue. The receipt prints at your PC printer. Click **Done** when finished.

Postage in Meter - amount of postage (funds) in your meter.

Prepaid on Account - amount you have left in your Postage By Phone® system account of those funds you paid for in advance (by sending in a check, direct withdrawal, etc.)

Credit Line Available - amount you have left in your Postage By Phone® system account of those funds you established as credit with Pitney Bowes (such as Purchase Power®, etc.).

Refill Amount - amount of your refill.

Account No. - your Postage By Phone® system account number.

Meter No. - your meter serial number (on record with the USPS) which is printed on the meter stamp.

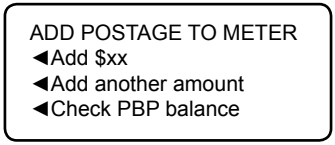
Adding Postage

At Mailing Machine

1. Press **Add Postage**.
2. You may select **Add $xx** to add the amount shown.

   OR

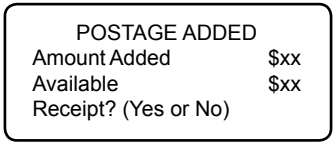
   Select **Add another amount**. Key in the amount, in whole dollars, that you want to add and select **Continue**.



   NOTE 1: The minimum amount of postage you can add is $1.

   NOTE 2: The amount shown in the "Add $xx" selection line represents the amount of postage you added the last time.

3. The system connects to the Pitney Bowes Data Centre (this may take a few moments). Various screens display, letting you know the status of the process.
4. The Amount Added and Available balances displays.



   Amount Added – the amount of the postage downloaded into the meter

   Available – the amount of postage available to use in the meter. This represents any balance you had in the meter before adding postage, plus the refill amount.

Adding Postage

At Mailing Machine (cont'd)

5. If a receipt is desired, press **Yes/Enter** and insert envelope/tape sheet through machine (see sample below) OR press **No** or **Home** to return to the Home Screen.

Refill Receipt
Refill: 06 08 28 4 : 43P
Refill Amount: $25 . 00
Funds Available in Meter: $41 . 00
Prepaid: $420 . 52
Additional Funds Available: $5000 . 00
Account No.: 17911751
Meter No.: 1849972
06 08 28
4 : 43P

Refill – the date and time the new postage was added to your machine

Refill Amount – the amount of the new postage you downloaded into your machine

Funds Available in Meter – the amount of postage available to use in the meter. This represents any balance you had in the meter before adding postage, plus the refill amount.

Prepaid – the amount you have ***prepaid*** in your Postage By Phone® account balance (by sending in a check, using your credit card, etc.)

Additional Funds Available – the amount you have ***on credit*** on your Postage By Phone® account balance (by signing up to one of the various Pitney Bowes credit programs such as Purchase Power, etc.)

Account No. – your Postage By Phone® account number

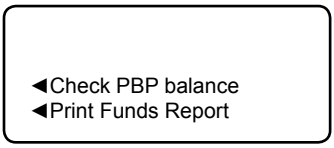
Meter No. – the serial number of this meter

Printing a Funds (Postage) Report

(only accessible at the mailing machine)

A funds report allows you to print a record of how much postage has been used and how much is remaining in the machine.

1. Press **Funds**.
2. Press **Page Down** to the third screen.



3. Select **Print Funds Report**.
4. At the insert envelope or tape sheet prompt, insert an envelope or tape sheet into the machine. The machine prints the funds report (see sample below).
5. Press **Clear** (back arrow key) or **Home** to return to Home screen.

Used – the total of all postage ever used in the meter

Available – the amount of postage left in the meter

Total Pieces – the total number of mail pieces run through the meter that had postage applied

Control Sum – the total of all postage refills for the meter and equals the amount *Used* plus *Available.* This is a postal requirement that verifies an accurate accounting of the postage in your machine.

Batch Count – the number of mail pieces that had postage applied since the last time the batch count was cleared

Batch Value – the amount of postage applied since the last time the batch value was cleared

PSD Serial No. – serial number of this meter (normally meter number)

Performing CPC Meter Inspection

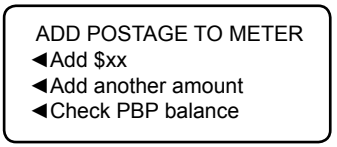
At a PC Using PC Meter Connect™

Select the ***Updates*** tab, then click on **Perform Meter Inspection** After several moments, a Meter Inspection Completed screen displays. Click **OK.**

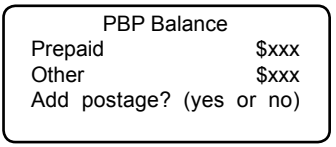
At Mailing Machine

Even though this procedure is the same as checking your Postage By Phone account balance, it satisfies the CPC inspection requirements.

1. Make sure your machine can make connection to the Data Center.
2. Press **Add Postage**.
3. Select **Check PBP balance**.



4. The system connects to the Pitney Bowes Data Center (this may take a few moments). Various screens displays, letting you know the status of the process.
5. The Prepaid and Other balances displays. Press **No**.



If there are no updates for your system, you will return to the Home screen. If there are updates available, the display notifies you of this fact.

Downloading Files or Updating System

Use this option when you need to manually:

- Restart an interrupted download
- Download postal inscriptions, envelope ads, system updates, rate updates, or updating PC Meter Connect™ software

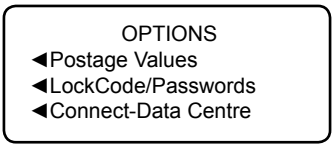
NOTE: Your system must be connected to the Pitney Bowes Data Centre to download files or update the system.

At a PC Using PC Meter Connect™

Select the *Updates* tab, then click on **Update Software**. The program will check and inform you if you need any updates. When prompted, click **Continue**. When it is finished, click **Done**.

At Mailing Machine

1. Make sure your machine can make connection to the Data Centre.
2. Press **Options**.
3. Press **Page Down** to the third screen.
4. Select **Connect-Data Centre**.



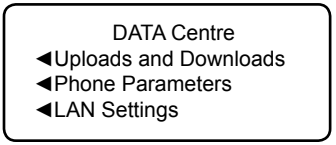
5. Select **Uploads & Downloads**.

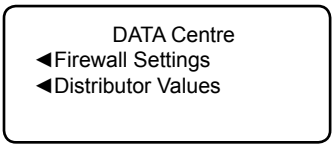
6. The system connects to the Pitney Bowes Data Centre (this may take a few moments). Various screens display, letting you know the status of the process.

Settings for Connecting to the Data Centre

You can modify the settings on your machine that are used to connect to the Pitney Bowes Data Centre. These include analog phone line settings (tone or pulse, dial prefix, etc.), firewall settings, and distributor settings. The Data Centre menu choices are:

- Uploads and Downloads
- Phone Parameters (affects analog phone connections to Data Centre)
- LAN Settings (affects PC Internet connections to Data Centre)
- Firewall settings (affects PC Internet connections to Data Centre)
- Distributor Values (affects *both* analog phone line and PC internet connections to Data Centre)





IMPORTANT: For Data Centre settings so marked in this manual, do not change the settings unless directed to do so by your Pitney Bowes representative.

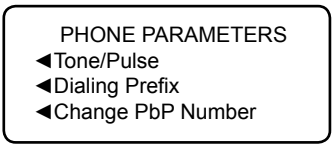
Uploads and Downloads

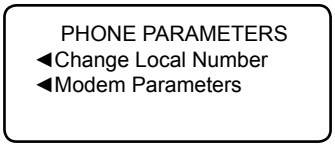
Use this feature to connect to the Pitney Bowes Data Centre for system downloads, new updates, etc. See *Downloading Files or Updating System* on preceding page for procedure.

Settings for Connecting to the Data Centre

Phone Parameters (for analog line connection to Data Centre)

This menu option allows you to modify the phone connection settings on your machine (tone or pulse, dial prefix, etc.) when using an analog phone line to connect to the Pitney Bowes Data Centre.





Selecting Tone/Pulse

Use this to tell the system whether you have a tone or pulse type phone.

1. Press **Options**.
2. Press **Page Down** twice.
3. Select **Connect-Data Centre**.
4. Select **Phone Parameters**.
5. Select **Tone/Pulse**.
6. Select Tone or Pulse, whichever is appropriate. The display shows the new setting.
7. Press **Clear** (back arrow key) to return to Data Centre menu.
8. Press **Clear** (back arrow key) to return to Options menu.

Entering the Dial Prefix

Use this if you need to dial a prefix number (like 9) to get an outside line.

1. Press **Options**.
2. Press **Page Down** twice.
3. Select **Connect-Data Centre**.
4. Select **Phone Parameters**.
5. Select **Dialing Prefix**.
6. Key in the prefix number you want (such as a **9**).
7. Select **OK**. You return to the Data Centre menu.
8. Press **Clear** (back arrow key) to return to Options menu.

Settings for Connecting to the Data Centre

Phone Parameters (cont'd)

Change Postage By Phone® (PbP) Number

ⓘ ***NOTE:*** Use this if you need to change the alternate number the machine uses to contact Postage By Phone®, but do so only if you are directed to by a Pitney Bowes agent.

1. Press **Options**.
2. Press **Page Down** twice.
3. Select **Connect-Data Centre**.
4. Select **Phone Parameters**
5. Select **Change PbP Number**.
6. A warning that you should only change this number if instructed to by Pitney Bowes displays. Press **Yes/Enter** to continue, or **No** to return to the Data Centre menu.
7. Press **Clear** (back arrow key) to delete the existing phone number.
8. Key in the new phone number (excluding prefix).
9. Select **OK**. You return to the Data Centre menu.
10. Press **Clear** (back arrow key) to return to Options menu.

Change Local Number

ⓘ ***NOTE:*** The system uses this local number first to contact Postage By Phone®. If it doesn't succeed, it tries connecting using the alternate Postage By Phone® number in the option above. If you need to change the local number for connecting to Postage By Phone®, do so only if you are directed to by a Pitney Bowes agent.

1. Press **Options**.
2. Press **Page Down** twice.
3. Select **Connect-Data Centre**.
4. Select **Phone Parameters**.
5. Select **Change Local Number**.
6. A warning that you should only change this number if instructed to by Pitney Bowes displays. Press **Yes/Enter** to continue, or **No** to return to the Data Centre menu.
7. Press **Clear** (back arrow key) to delete the existing phone number.
8. Key in the new local phone number (excluding prefix).
9. Select **OK**. You return to the Data Centre menu.
10. Press **Clear** (back arrow key) to return to Options menu.

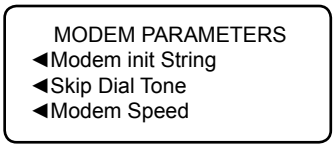
Settings for Connecting to the Data Centre

Phone Parameters (cont'd)

Change Modem Parameters

ⓘ ***NOTE:*** Use this if you need to change the modem settings used to dial into the Pitney Bowes Data Centre, but do so only if you are directed to by a Pitney Bowes representative

1. Press **Options**.
2. Press **Page Down** twice.
3. Select **Connect-Data Centre**.
4. Select **Phone Parameters**.
5. Press **Page Down**
6. Select **Modem Parameters**. The Modem Parameters menu displays.



   A. *Modem init String* - A warning displays telling you that you should only change this number if instructed to by Pitney Bowes. Press **Yes/Enter** to continue or **No** to return to the menu. Key in the new modem parameters (they will contain both alpha and numeric characters) as given by your Pitney Bowes representative.
   B. *Skip Dial Tone* - This option (rarely used) allows the system to start dialing to the Data Centre without waiting for a dial tone for phone systems that don't use a dial tone.
   C. *Modem Speed* - This option allows you to lower the connection speed (56000, 33600, 14400, 9600 and 2400 bits per second) of the machine's modem. This is normally used when the phone line is noisy and/or the machine is experiencing dropped connections to the Data Centre (redials and disconnects).

10. If you make a change, select **Set New Value**. A message that the new parameter has been updated displays. Select **Continue** to return to the Phone Parameters menu.
11. Press **Clear** (back arrow key) twice to return to Options menu.

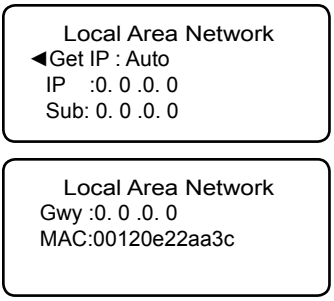
Settings for Connecting to the Data Centre

LAN Settings (affects LAN PC Internet connections to Data Centre)

This menu option allows you to modify the IP address when using an Internet connection via Local Area Network (LAN) to connect to the Pitney Bowes Data Centre. See also Troubleshooting section of *Appendix A - PC Meter Connect*™ for more information on Internet settings.

To access LAN settings:

1. Press **Options**.
2. Press **Page Down** twice.
3. Select **Connect-Data Centre**.
4. Select **LAN Settings**. The Local Area Network screen displays.



   A. *Get IP* - you can select whether you want the machine to automatically select an Internet Protocol (IP) address to connect to the Internet (*Auto*) or if you want to manually enter an IP address to connect to the Internet (*Manual)*.

      If set to *Auto*, values for IP, Sub, and Gwy are set to 0.0.0.0.

      If set to *Manual*, you are prompted to enter IP, subnet, and gateway addresses (see below). Follow the screen directions.

   B. *IP* - IP address being used if IP address was manually entered.

   C. *Sub* - the subnet address used for the IP address if IP address was manually entered

   D. Gwy - the gateway address used for the IP address if IP address was manually entered

   E. *MAC* - the specific address (ID) of the machiine LAN card (this can't be changed)

5. After you accept your choices, you return the LAN menu. Press **Clear** (back arrow key) to return to Options menu.

Settings for Connecting to the Data Centre

Firewall Settings (affects PC Internet connections to Data Centre)

This menu option allows you to modify the firewall settings when using an Internet connection via LAN to connect to the Pitney Bowes Data Centre. Further information on Internet settings can be found in the Troubleshooting section of *Appendix A - PC Meter Connect*™.

To access the firewall settings:

1. Press **Options**.
2. Press **Page Down** twice.
3. Select **Connect-Data Centre**.
4. Select **Firewall Settings**.
5. The following selections appear.
   A. *Ping* - press the soft key next to this selection to toggle between **Enabled** or **Disabled**.
      If you enable Ping, then your mailing system will respond to electronic inquiries (pings) from external hosts. These inquiries are generally used by external systems to determine if your system is accessible. If you reply to a Ping, you will return your mailing system's IP address to the requesting host.
   B. *Trust* - Press the soft key next to this selection to see the choices:
      None – No external hosts have been verified as trustworthy/secure and you cannot communicate externally.
      All – All external computer system will be considered trustworthy, and will be allowed to contact your mailing system through your firewall.
      Trusted Host Only – Only those computer systems that you have specifically identified (by supplying their IP address) will be allowed to communicate with your system.
      Press the soft key next to the desired selection to choose it.
6. After you make you choices, you return the Firewall menu. Press **Clear** (back arrow key) to return to Options menu.

Settings for Connecting to the Data Centre

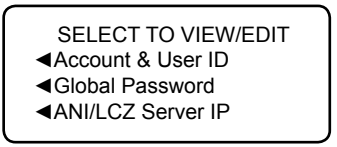
Distributor Values (affects both analog line and PC internet connections to Data Centre)

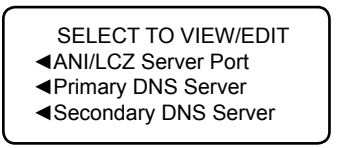
This option allows you to modify the parameters that your machine uses to connect to the Pitney Bowes Data Centre. A brief description of each parameter is provided on the next page.

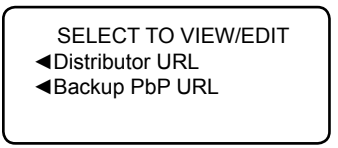
IMPORTANT: Do not change the Distributor Values unless directed to do so by your Pitney Bowes representative.

To access the Distributor Values:

1. Press **Options**.
2. Press **Page Down** twice.
3. Select **Connect-Data Centre**.
4. Select **Distributor Values**.
5. Select the parameter you want to modify from the list appearing in the display. Use **Page Down** if needed to access your choice.







6. A warning message displays that reminds you that entering a wrong value may result in errors connecting to the Data Centre. If you want to continue, press **Yes/Enter**; otherwise, press **No** to return to the Select to View/Edit menu.

Settings for Connecting to the Data Centre

Distributor Values (cont'd)

7. Key in a new entry for that parameter (some entries may require alpha-numeric characters). When finished, either select **Restore Default** (if you made a mistake or changed your mind) or **Set the new value** (if you are satisfied with your new entry).
8. If you have changed a parameter, a message confirming the new setting displays. If you selected **Restore Default**, a message informing you that the parameter has been set to the original Factory setting displays. In either case, select **Continue** to return to the Select to View/Edit menu.
9. Press **Clear** (back arrow key) to return to Options menu.

Account and User ID

This is the account number and the user ID that your system uses to dial into the internet service provider (ISP) that allows you to connect to Pitney Bowes.

Global Password

This is the password your system uses to dial into your internet service provider.

ANI/LCZ Server IP

This is the internet address of the Automatic Number Identification (ANI)/Least Cost Zone (LCZ) server that identifies your system and routes your call to a zone that ensures the lowest cost for the connection.

ANI/LCZ Server Port

The server port number identifies the port number on the ANI/LCZ server to which your system connects.

Primary DNS Server

This is the internet address of the Pitney Bowes primary domain name server (DNS). The domain name server converts your system name to its IP address.

Secondary DNS Server

This is the internet address of the Pitney Bowes secondary domain name server (DNS).

Distributor URL

The Universal Resource Locator (URL) of the web page to which your system connects**.**

Backup PbP URL

The Universal Resource Locator (URL) of the backup web page to which your system connects.

This page was put in as a placeholder so you can print this guide in a duplex (double-sided) mode while keeping the proper page positions.

7 • System Options

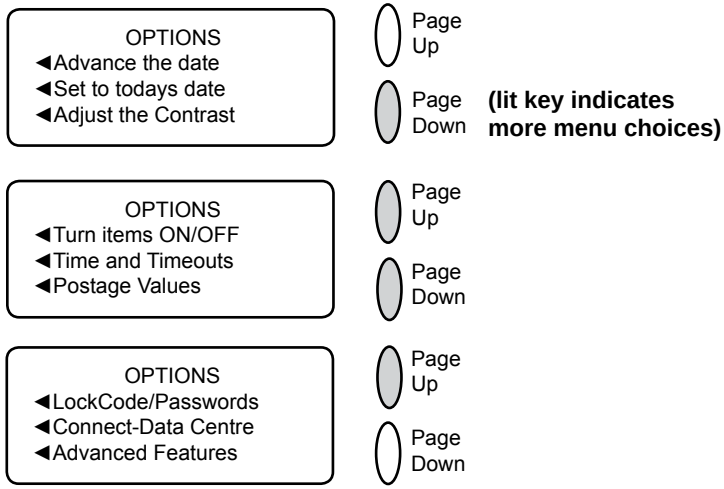
System Options Overview

System options allow you to customize the machine settings for the way you run your mail and add security to those features that are sensitive to your organization. Because of the many options available, the options are categorized into Basic and Advanced.

Basic options include:

- Advancing the date for printing postage
- Setting the machine to the current (today's) date
- Adjusting the Contrast (of the display)
- Turning Features On or Off (if installed on machine)
- Setting Date, Time, and Timeouts
- Setting Postage Values (Funds Warnings)
- Setting Lock Code and Passwords
- Scale Options (accessed from the Home screen)
- Checking and Clearing the Batch Count (see *Chapter 3, Running Mail)*
- Connecting to Data Centre settings (see *Chapter 6, Adding Postage/Connecting to Data Center*)

Most of the basic system options are accessed by pressing **Options** and selecting your choice from the menu as shown below.



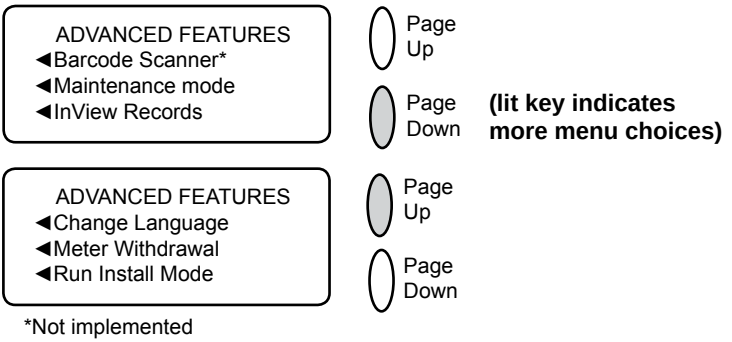
NOTE: Topic headings in this manual that refer to a PC Meter Connect™ feature will be listed in **green text.**

System Options

Advanced options allow you access to features that are used very infrequently, and include:

- Change Language
- Maintenance Mode (see *Chapter 10, Maintenance*)
- Maintain InView Accounting Records (see publication SV62669)
- System Withdrawal (for withdrawing postage funds)
- Run Install Mode (for special purposes only)

The advanced options are accessed by pressing **Options** and selecting **Advanced Features**, which displays a menu of options as shown below.



Basic Options

Advancing the Printed Date for the Meter Stamp

You may want to advance the date printed on the meter stamp if it is after normal business hours and you want to prepare outgoing mail for a future business day's mailing.

IMPORTANT:

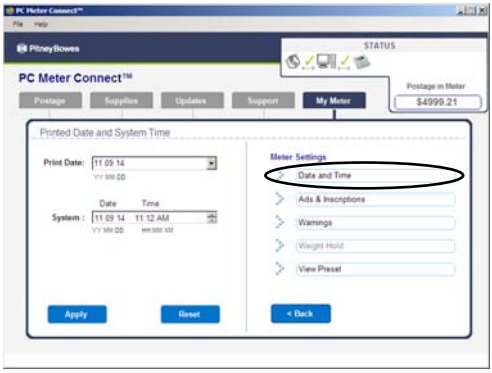
- You can advance the date up to 30 days from the current date.
- Changing the printed date does not change the machine's internally held date.
- You can always return the printed date to the current date.
- You cannot change the printed date to a date earlier than the machine's internally held date (in an effort to backdate the mail).
- Accounting data is posted on the actual date the mail piece is run (per the internal clock/calendar in the mailing system), *not by the date printed on the meter stamp*.

Basic Options

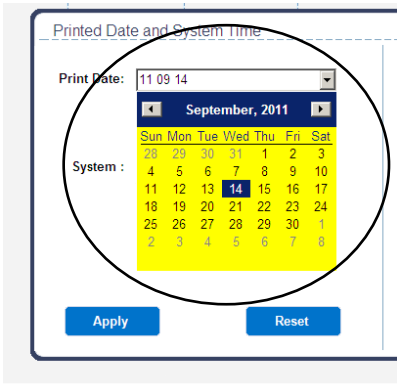
Advancing the Printed Date for the Meter Stamp (cont'd)

At PC Using PC Meter Connect™

1. At the *My Meter* tab, select **Meter Settings**.
2. Select **Date and Time**.



3. In the Print Date field, access the dropdown calendar. Use the **<** or **>** keys to select the month, then click on the day you want to print on your meter stamp.


Printed Date and System Time
Print Date:
11 09 14
September, 2011
Sun Mon Tue Wed Thu Fri Sat
28 29 30 31 1 2 3
4 5 6 7 8 9 10
11 12 13 14 15 16 17
18 19 20 21 22 23 24
25 26 27 28 29 30 1
2 3 4 5 6 7 8
System :
Apply
Reset

4. Click **Apply**. A confirmation screen displays the new date. Click **OK.**
5. To set the date on your mail back to the current date, repeat steps 1-4 and select today's date.

Basic Options

Advancing the Printed Date for the Meter Stamp (cont'd)

At PC Using PC Meter Connect™

NOTE: If you are accessing features from PC Meter Connect™, please keep in mind the following:

- If the system is in sleep mode, accessing a feature from the Main Window will awaken the machine.
- Once in an awaken state, the machine must be at the Home screen (ready to print postage) to use features found on the *Postage*, *Updates*, and *My Meter* tabs on the Main Window. Otherwise, a "*meter is busy*" message displays on the PC. This condition can happen, for example, if you have the Accounting option set up on the system and the machine is waiting for someone to select an account for printing postage.

At Mailing Machine

1. Press **Options**.
2. Select **Advance the date**.
3. Displays current date in MMM DD YY format (for US). You may either:
   - Select **Add one day** to advance date one day for each pressing of the key.

     OR
   - Key in a number (in US from 1-30) representing the number of days you want to advance the date, *then select* **Add x days (1-30)**.
4. Select **Continue**. The new date now shows in the Home screen.
5. To set the date on your mail back to the current date, press **Options** and select **Set to todays date**. You will be returned to the Home screen with the current (today's) date set.

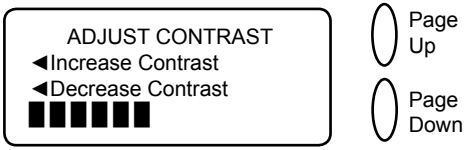
Basic Options

Setting the Machine to Today's Date

1. Press **Options**.
2. Select **Set to todays date**. You will be returned to the Home screen with the current (today's) date set.

Adjusting the Contrast of the Display

1. Press **Options**.
2. Select **Adjust the Contrast**.
3. Select **Increase Contrast** or **Decrease Contrast** to change the contrast level as necessary.



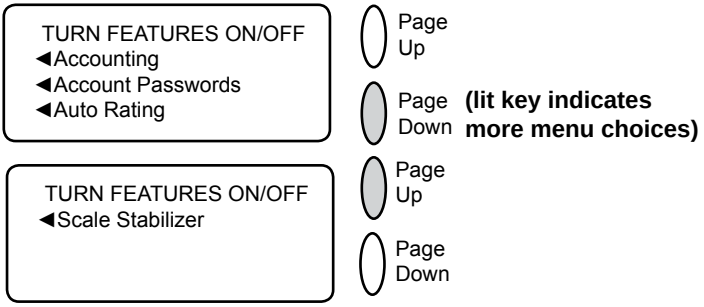
4. Press **Clear** (back arrow key) to return to Options menu.

Basic Options

Turning Features (Already Installed) On and Off

You can turn on and off features that you have already purchased and downloaded into your machine. For turning on or off the scale (if purchased), see *Setting Scale Options* later in this chapter.

1. Press **Options**.
2. Press **Page Down**.
3. Select **Turn items ON/OFF**.
4. Depending on the options purchased, you may have one or more features listed. The screen below represents all the possible features that you can turn on or off on the machine.



5. Select the feature you want to turn on or off. You will be prompted to turn the feature ON or OFF, depending on the current state of the machine. If you want to leave it on the current setting, press **Clear** (back arrow).
   - *Accounting* - you can turn on or off the accounting feature. See *Chapter 8, Departmental Accounting*, for more information on accounting and accounting passwords.
   - *Accounting Passwords* - you can turn on or off the requirement for all operators to enter passwords (if passwords are set up) when choosing an account.
   - *Auto-Rating* - this feature calculates the postage amount for a mail piece based on the weight, the class, and services selected.

IMPORTANT:
Because of changes in the software, Auto-Rating can not be turned off (even if the display says it is off), to ensure proper postal compliance when rating mail pieces

Basic Options

Turning Features (Already Installed) On and Off (cont'd)

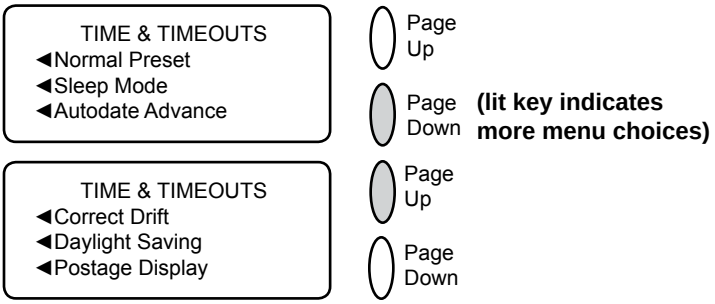
- *Scale Stabilizer* - this turns on or off the scale stabilizer feature, which minimizes reactions to scale vibrations. You may use this feature in environments where there is blowing on the scale, accidental bumps to the scale or machine, or dropping of mail onto the scale or machine.

6. If you selected one of the Accounting features to turn on or off, you return to the Home screen. Otherwise, you return back to Options menu.

Basic Options

Setting the Date, Time, and Timeouts

You can change the system date/time, set the date/time to daylight savings time, change the time at which your system advances the date/time to the next day, and set the amount of time your system can remain inactive before reverting to the normal preset values.



Setting the Time for Machine to Revert to Normal Preset

The normal preset is a set of values (postage, ad, account and so on) that your machine display automatically returns to after a set period of time. You can set the amount of time the display takes before it reverts to the normal preset.

1. Press **Options**.
2. Press **Page Down**.
3. Select **Time and Timeouts**.
4. Select **Normal Preset**. The current setting is displayed.
5. Key in a new amount of minutes (from **1-240**) before the system returns to the normal preset and select **OK**. If you don't want to change the current setting, just select **OK**. The display returns to the Time and Timeouts menu.
6. Press **Clear** (back arrow key) to return to Options Menu.

Basic Options

Setting the Date, Time, and Timeouts (cont'd)

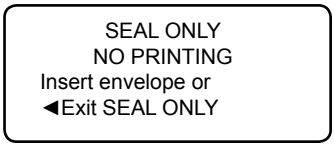
Setting ENERGY STAR® Sleep Mode Activation Time

You can set the amount of time the machine waits until entering sleep mode. When the machine is in sleep mode, the display is blank and you can't process mail. You awaken the machine by merely pressing any button on the control panel.

1. Press **Options**.
2. Press **Page Down**.
3. Select **Time and Timeouts**.
4. Select **Sleep Mode**.
5. Key in the amount of minutes (from **1-240**) before the system goes into sleep mode.
6. Select **OK**. The display returns to Time and Timeouts menu.
7. Press **Clear** (back arrow key) to return to Options menu.

Standby Mode–In order to reach the lowest use of power while still plugged into an outlet, the switch on the back of the machine may be toggled "off". Before resuming power to the machine, the switch will need to be switched to the "on" position.

ⓘ ***NOTE:*** When you awaken the machine from sleep mode, it will always return to the "Seal Only" screen.



Basic Options

Setting the Date, Time, and Timeouts (cont'd)

Setting Autodate Advance

Your system, as shipped from the factory, automatically advances the date of the machine at 12:00 AM. The autodate advance option allows you to advance the date at a more convenient time (say after mail pickup at your business). You can also turn the autodate advance feature off if you want.

1. Press **Options**.
2. Select **Time and Timeouts**.
3. Select **Autodate advance**. The current setting is displayed (12:00 AM is the default).
4. If you want to disable the function, select **Disable**. The display returns to the Time and Timeouts menu. Otherwise, press **Clear** (back arrow) to clear the time to enter a new setting.
5. Key in the time you want the date of the machine to advance.
6. Select **Switch AM/PM** as needed.
7. Select **Continue** when finished. You return to the Time and Timeouts menu.
8. Press **Clear** (back arrow key) to return to Options menu.

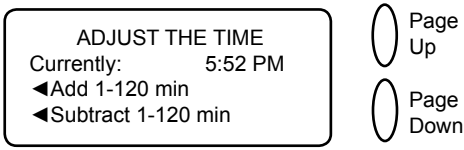
Basic Options

Setting the Date, Time, and Timeouts (cont'd)

Correct Drift

Sometimes, the time on the machine may need to be corrected due to internal drift or the activation of Daylight Saving Time.

1. Press **Options**.
2. Select **Time and Timeouts**.
3. Press **Page Down**.
4. Select **Correct Drift**.
5. You have your choice of adding or subtracting minutes from the current time displayed.



   A. To add minutes:
      - Select **Add 1-120 min** to add minutes.
      - Key in the number of minutes you need to add and select **Continue**.

   B. To subtract minutes:
      - Select **Add 1-120 min** to subtract minutes.
      - Key in the number of minutes you need to subtract and select **Continue**.

6. The display returns to Time & Timeouts menu.
7. Press **Clear** (back arrow key) to return to Options menu.

Setting Daylight Savings Time

1. Press **Options**.
2. Select **Time and Timeouts**.
3. Press **Page Down**.
4. Select **Daylight Saving Time**. The display shows the current setting.
5. Select **Enable** to use Daylight Saving Time, or select **Disable** if you don't Daylight Saving Time. You return to Time & Timeouts menu.
6. Press **Clear** (back arrow key) to return to Options menu.

Basic Options

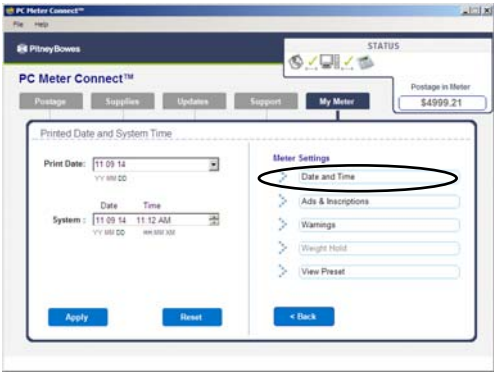
Setting the Date, Time, and Timeouts (cont'd)

Setting System Time

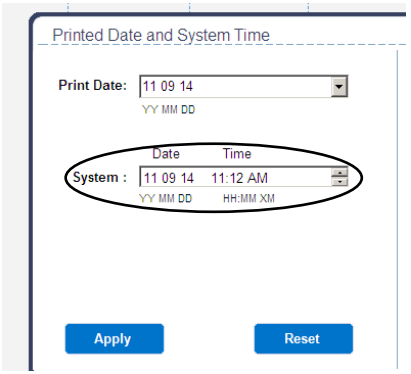
***NOTE**:* You cannot change the system time to a date earlier than the actual date, and you can advance the time to the next day's date only.

At a PC Using PC Meter Connect™

1. At the *My Meter* tab, select **Meter Settings**.
2. Select **Date and Time**.



3. In the system field, place your cursor over the day, hour or minute and use the **^** or **v** keys to select the time/date of your machine.



4. Click **Apply**. A confirmation screen displays the new time. Click **OK.**

Basic Options

Setting the Date, Time, and Timeouts (cont'd)

Setting Postage Display

You can set the amount of time (in seconds) that the postage indicia stays displaying before the system prompts *Place on item on scale*.

1. Press **Options**.
2. Select **Time and Timeouts**.
3. Press **Page Down**.
4. Select **Postage Display**.The current setting is displayed.
5. Key in a new number of seconds and select **OK**. If you don't want to change the current setting, just select **OK**. Either way, you return to the Time & Timeouts menu.
6. Press **Clear** (back arrow key) to return to Options menu.

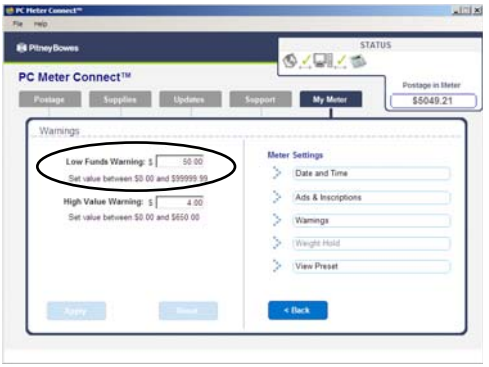
Basic Options

Setting Postage Values (Low Funds Warning)

You can specify values for the system to display a warning when your postage funds drop below a certain level.

At a PC Using PC Meter Connect™

1. Select the **My Meter** tab
2. Click **Meter Settings**.
3. Click **Warnings.**
4. At the Low Funds Warning field, enter a value for which you want the system to prompt you for low funds warning.



5. Click **Apply**.

At Mailing Machine

1. Press **Options**.
2. Press **Page Down**.
3. Select **Postage Values**.
4. Select **Low funds amount**.
5. Key in the amount you want (in whole dollars only). Select **OK**.
6. Press **Clear** (back arrow key) to return to Options menu.

Basic Options

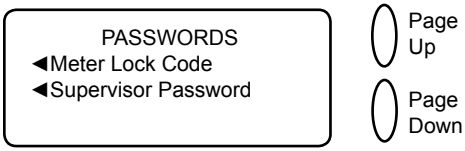
Setting the Lock Codes and Passwords

Setting/Disabling the Lock Code

The lock code prevents unauthorized access to your mailing system upon awakening the machine after it has entered sleep mode or after powering up the machine.

1. Press **Options**.
2. Press **Page Down** twice.
3. Select **LockCode/Passwords**.
4. Select **Meter Lock Code**.

   NOTE: If there is an existing lock code, you are prompted to key in the 4-digit code.

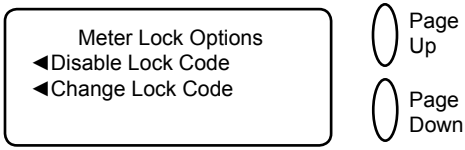


5. *If there is no existing lock code:*

   At the prompt, key in a lock code (4 digits) and select **Continue**. Re-enter the lock code again to confirm and select **Continue**. At the *System Lock Code has been enabled* message, select **Continue**.

   If you have an existing lock code,

   You can either disable the lock code or change the lock code.



   A. To disable the lock code:

      Select **Disable Lock Code**. At the *Meter Lock Code has been disabled* message, select **Continue**.

   B. To change the lock code:

      Select **Change Lock Code**. At the prompt, key in a *new* lock code (4 digits) and select **Continue**. Re-enter the new lock code again to confirm and select **Continue**. At the *Meter Lock Code has been enable*d message, select **Continue**.

6. Press **Clear** (back arrow key) twice to return to Options menu.

Basic Options

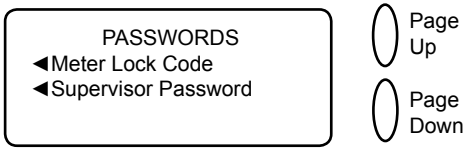
Setting the Lock Codes and Passwords (cont'd)

Setting/Disabling the Supervisor Password

The supervisor password prevents unauthorized access to the accounting functions.

1. Press **Options**.
2. Press **Page Down** twice.
3. Select **LockCode/Passwords**.
4. Select **Supervisor Password**.

   NOTE: If there is an existing lock code, you are prompted to key in the 4-digit code.

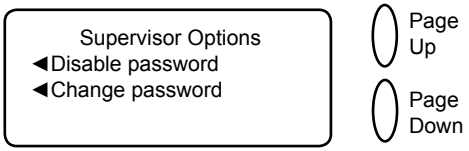


5. *If there is no existing supervisor password:*

   At the prompt, key in a supervisor password (4 digits) and select **Continue**. Re-enter the password again to confirm and select **Continue**. At the *Supervisor Password has been enabled* message, select **Continue**.

   If you have an existing supervisor password:

   You can either disable the password or change the password.



   A. To disable the password:

      Select **Disable password**. At the *Supervisor Password has been disable*d message, select **Continue**.

   B. To change the password:

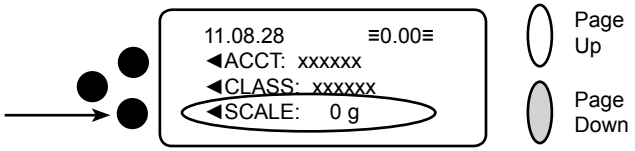
      Select **Change password**. At the prompt, key in a *new* password (4 digits) and select **Continue**. Re-enter the new password again to confirm and select **Continue**. At the *Supervisor Password has been enabled* message, select **Continue**.

6. Press **Clear** (back arrow key) twice to return to Options menu.

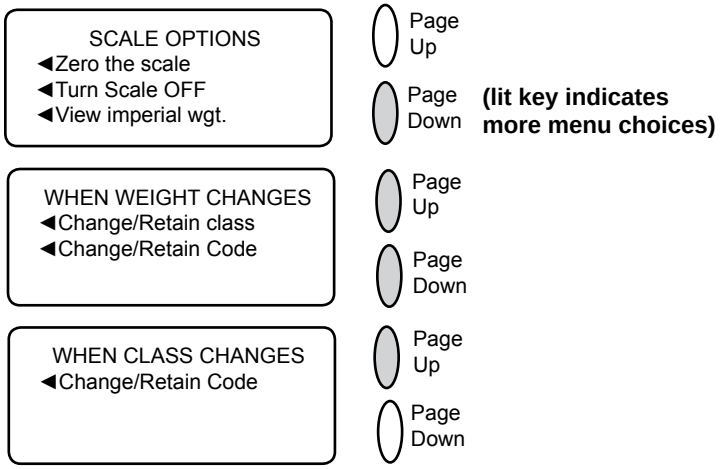
Basic Options

Setting Scale Options (if optional scale was purchased)

There are several options you can set with your scale such as zeroing the weight on the scale, turning the scale on/off, viewing metric weights, and saving/changing class or Postal Code settings when weight changes on your scale. The scale options are accessed by pressing the selection key next to SCALE: line at the Home screen.



The Scale Options menu choices are:



Zeroing the Scale

You can reset the scale to zero to lessen the chance of accidentally printing the wrong postage.

At a Using PC Meter Connect™

Select the *My Meter* tab, then click **Reset Scale To Zero**. A *Scale Has Been Recalibrated* message displays.

At Mailing Machine

1. At the Home screen, press the selection key next to SCALE: line.
2. Select **Zero the scale**.
3. The scale will zero out the weight and you return to the Home screen.

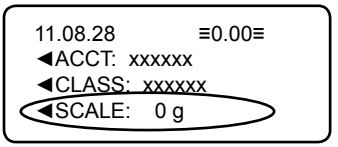
Basic Options

Setting Scale Options (cont'd)

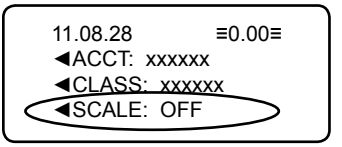
Turning Scale On or Off

You may turn on and off the scale function as necessary.

1. At the Home screen, press the selection key next to SCALE: line.
2. Select **Turn Scale OFF (or ON)**.
3. You return to the Home screen with either the scale on or off.



Scale Turned On Screen

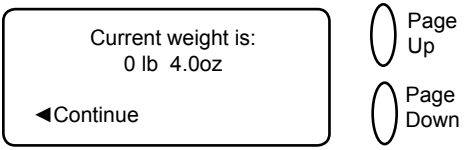


Scale Turned Off Screen

Viewing Imperial Weight

You may view the weight currently displayed on the scale in imperial units.

1. At the Home screen, press the selection key next to SCALE: line.
2. Select **View imperial wgt**.
3. The current weight displays in pounds/ounces.



4. Select **Continue** to return to the Home screen.

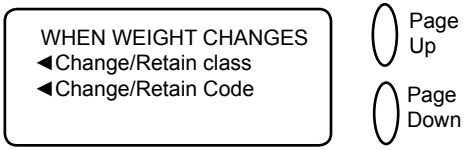
Basic Options

Setting Scale Options (cont'd)

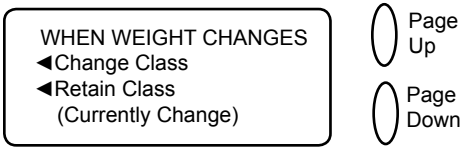
Setting Weight Change Options

You can set how the scale reacts regarding the class of service or postal code when the weight changes.

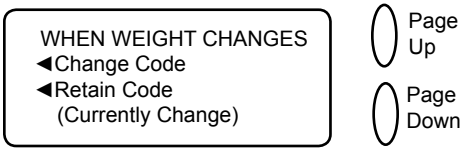
1. At the Home screen, press the selection key next to SCALE: line.
2. Press **Page Down**.
3. You have a choice to set the class setting or postal code setting.



- To change Class settings, select **Change/Retain class**. The current condition is listed at the bottom of the screen. Select either change class or retain class when weight changes. If you don't want to change the current setting, press **Clear** (back arrow key).



- To change postal code settings, select **Change/Retain Code**. The current condition is listed at the bottom of the screen. Select either change code or retain code when weight changes. If you don't want to change the current setting, just press **Clear** (back arrow key).



4. Press **Clear** (back arrow key) to return to the Home screen.

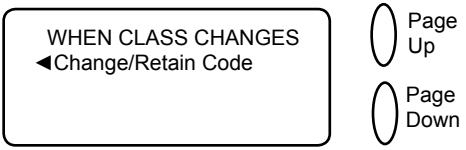
Basic Options

Setting Scale Options (cont'd)

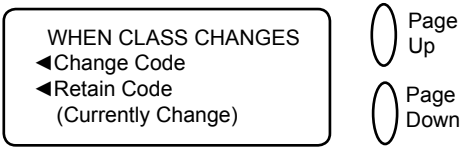
Setting Class Change Options

You can set how the scale reacts regarding the postal code when the class changes.

1. At the Home screen, press the selection key next to SCALE: line.
2. Press **Page Down** twice.
3. Select **Change/Retain Code**.



4. The current condition is listed at the bottom of the screen. Select either change code or retain code when class changes. If you don't want to change the current setting, press **Clear** (back arrow key).



5. Press **Clear** (back arrow key) to return to the Home screen.

Enabling Scale Stabilizing

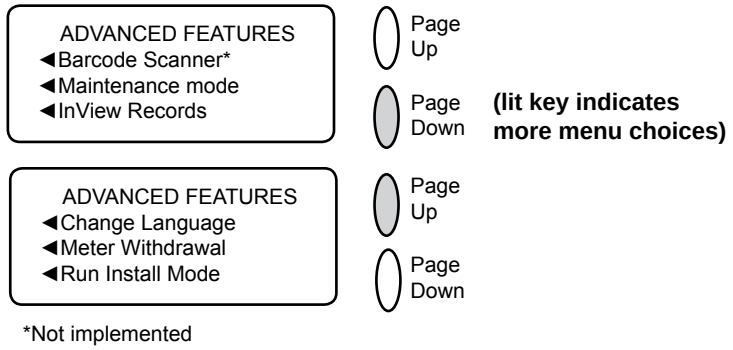
In a typical office environment, you may encounter ventilation systems occasionally blowing on the scale, accidental bumps to the scale and/or platform, and people dropping mail onto the platform. This could result in unstable weight readings and frequent scale re-zero operations. You can minimize these disturbances by enabling the scale stabilizing feature. Enabling this feature could cause a slight delay in scale response.

1. Press **Options**.
2. Press **Page Down**.
3. Select **Turn items ON/OFF.**
4. Press **Page Down**.
5. Select **Scale Stabilizer**.
6. The current setting (YES or NO) is listed on the screen. Follow the prompt to change the setting.
7. Press **Clear** (back arrow key) to return to the Home screen.

Advanced Options

Advanced options allow you access to features that are used very infrequently such as changing language, meter withdrawal, etc. The Advanced Feature menu includes:

- Change Language
- Maintenance Mode (refer to *Chapter 10, Maintenance* for information on this option)
- Maintain InView Accounting Records (see publication SV62669)
- System Withdrawal (for withdrawing postage funds)
- Run Install Mode (for special purposes only)



*Not implemented

Change Language

Use this option to change the language on the display from English to French or *vice versa*.

1. Press **Options**.
2. Select **Advanced Features**.
3. Select **Change Language**.
4. Select **English** or **Français**. You return to the Advanced Features menu.
5. Press **Clear** (back arrow key) to return to Options menu.

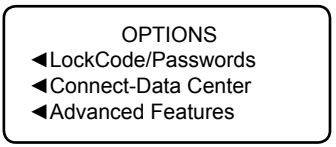
Advanced Options

Meter Withdrawal (Withdrawing Postage Funds)

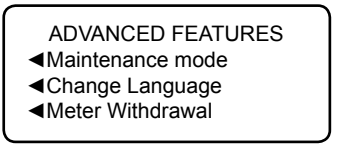
For a meter withdrawal, you need to move the remaining balance of postage from your system into your Postage By Phone® Account. Normally this is done if you are no longer going to use the machine.

***NOTE** 1:* Contact Pitney Bowes first before withdrawing funds.
***NOTE** 2:* Machine must be connected to the Data Centre.

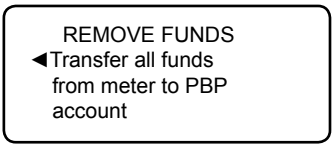
1. Press **Options**.
2. Press **Page Down** to the third screen.
3. Select **Advanced Features**.



4. Press **Page Down** to the second screen.
5. Select **Meter Withdrawal**.



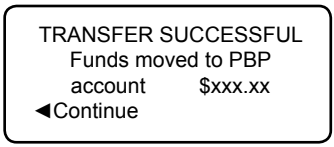
6. Select **Transfer all funds from meter to PBP account**.



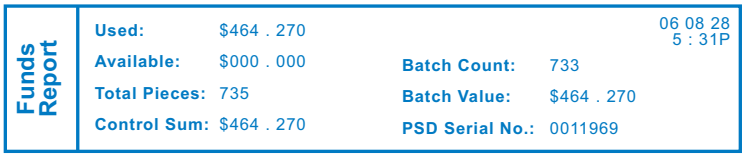
Advanced Options

Meter Withdrawal (Withdrawing Postage Funds) cont.

7. The system connects into the Pitney Bowes Data Center (this may take a few moments). Various screens displays, letting you know the status of the process.
8. The Transfer Successful screen displays. Select **Continue**.



9. At the prompt *Print Funds Report?*, press **Yes/Enter** and insert envelope/tape sheet through machine (see sample below) OR simply press **Home**. *Out of Service* appears on the display.



***NOTE**:* "Available" should show a zero ($000.000) dollar amount.

Advanced Options

Run Install Mode

Running Install Mode allows you to review, and change if desired, most of the values that were selected when the machine was first installed via the procedure in the Quick Install Guide. If you no longer have a copy of the Quick Install Guide (AW31118), you can download one from our website at www.pitneybowes.ca. Go to the Support page and select the document from the Mailing Systems drop-down menu.

NOTE: Do not run this option unless directed to do so by your Pitney Bowes representative.

To run the install mode:

1. Press **Options**.
2. Press **Page Down** twice
3. Select **Advanced Features**.
4. Press **Page Down** once
5. Select **Run Install Mode**.

At this point you will be presented the option to select a language, which is the first step of the install procedure. Simply follow the screen prompts until you reach the Installation Successful screen. Select **OK** and you will be returned to the main screen with your new values active.

8 • Standard Accounting (Option)

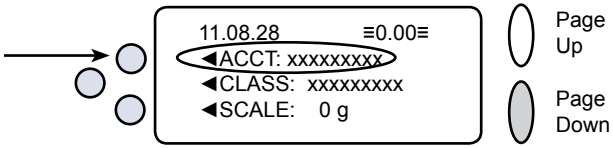
Standard Accounting Overview

An accounting feature on a mailing system allows you to track your postage costs by categories. These categories can represent whatever makes sense to your organization - departments, people, locations, projects, etc. Tracking your mailing expenses by category allows you to manage and budget your postal costs in a more efficient manner.

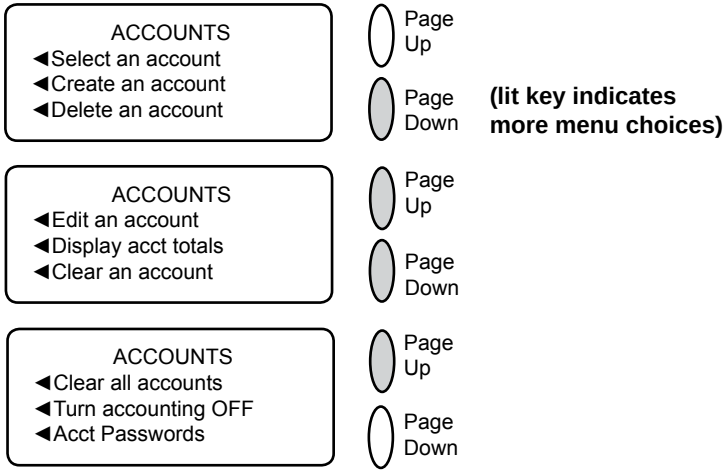
The standard accounting feature (optional) allows you to store the following information for each account:

- A name up to 12 alphanumeric characters long.
- An account number.
- The item total. This is the total number of pieces of mail charged to an account since it was last cleared.
- The value total. This is the total amount of postage charged to an account since it was last cleared.
- An account password (if set up)

The maintenance of your accounts is done through programs on the Accounts menu (below), accessible by pressing the selection key next to ACCT: line at the Home screen (if the feature is activated).



Each Accounts menu option is discussed in this chapter.



Activating/Setting Up Standard Accounting

Use the table below to step you through the process of setting up standard accounting (assuming you purchased it). The table covers the entire life cycle of an account, from creation to deletion.

Step	Action	Description/Procedure
1	*Turn On Accounting Feature*	Turns on the Accounting feature. This is necessary before you can create accounts. 1. Press **Options**. 2. Press **Page Down**. 3. Select **Turn items ON/OFF**. 4. Select **Accounting**. 5. Select **Turn Accounting ON**.
2	*Create a Supervisor Password*	If you establish a Supervisor password, a user will need to enter this password to add, edit, or delete Departmental Accounts; and for clearing Departmental Account totals. Also, you need to set up a Supervisor password before you can enable Account passwords. If you don't need this option, or you don't need passwords, you can skip to step 4. 1. Press **Options**. 2. Press **Page Down** twice. 3. Select **LockCode/Passwords**. 4. Select **Supervisor Password**. 5. At the prompt, type in a password (4 digits) and select **Continue**. Re-enter the new password again to confirm and select **Continue**. 6 At the *Supervisor Password has been enabled* message, select **Continue**.
3	*Turn On Accounting Passwords Option*	Turns on the requirement for all operators to enter passwords when choosing an account (if a password has been established for an account). 1. From Home screen, press the selection key next to ACCT: line to display the Accounts menu. 2. Press **Page Down** twice and select **Acct Passwords**. 3. Select **Turn Passwords ON**. You return back to the Accounts menu.

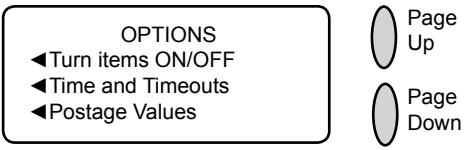
Activating/Setting Up Standard Accounting

Step	Action	Description/Procedure
4	*Create Account*	Sets up your account name (and password if desired). See *Creating an Account* later in this chapter for procedure.
5	*Maintain (Edit) Account*	Allows you to change the name and/or password of an account. See *Editing Account Names and Passwords* later in this chapter for procedure.
6	*Select Account*	Allows you to choose the specific account for recording postage. 1. From Home screen, press the selection key next to ACCT: line. 2. Select **Select an account**. 3. Press **Page Down** to see more choices (if lit). Select an account. ⓘ ***NOTE:*** If a password has been assigned to this account, you will be prompted to enter one. Key in the 4-digit password if necessary. 4. You return to the Home screen with the name of the account listed below the date and amount line.
7	*View/Print Account Totals*	Allows you to see the accumulated totals for this account. • For viewing totals, see *Displaying Account Totals* later in this chapter for procedure. • For printing totals, see *Printing a Single Account Report* or *Printing a Multi-Account Summary Report* later in this chapter for procedure.
8	*Clear Accounts*	Allows you to clear the postage totals on accounts (for example, at the beginning of a new fiscal year) • For a single account, see *Clearing an Account* later in this chapter for procedure. • For all accounts, see *Clearing all Accounts* later in this chapter for procedure.
9	*Delete Accounts*	Allows you to delete an account. See *Deleting an Account* later in this chapter for procedure. ⓘ ***NOTE:*** Make sure you really want to delete an account. Once you do, the account information is gone.

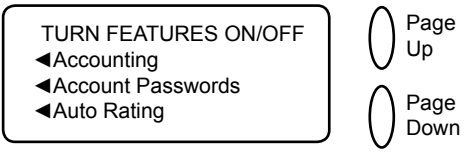
Turning On Standard Accounting

You need to turn on the standard accounting feature in order to track postage by account.

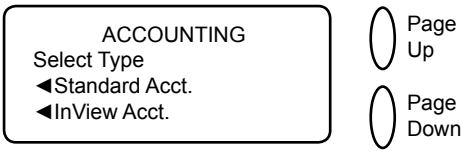
1. At the home screen, press **Options**.
2. Press **Page Down** and select **Turn items ON/OFF**.



3. Select **Accounting**.

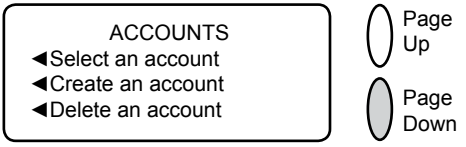


4. Select **Standard Acct.**. If the supervisor password has been enabled, you are prompted to enter it. Key in the 4-digit password and select **Continue**.



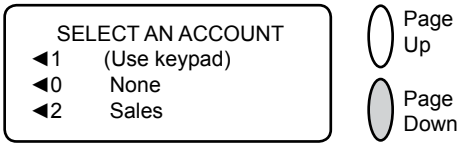
> ***NOTE:*** If you want to enable inView Accounting, you must have purchased that option. See SV62669 for information on setting up InView Accounting.

5. The next screen shown depends on your machine settings:
   - If no accounts have been established, you are prompted to create an account. Follow the Creating an Account procedure later in this chapter, starting at step 2.
   - If accounts have been established already, the following screen displays. Select **Select an account**.



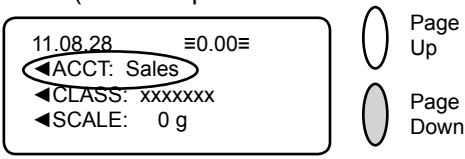
Turning On Standard Accounting

6. The Select an Account screen displays (a sample is shown below). Press **Page Down** to see more choices (if lit). To select an account:



   A. You may either key in the first digit of the account number if you know it and press **Yes/Enter**, OR
   B. Use the appropriate selection key next to the display.

7. You return to the Home screen with the name of the account listed (the example below shows "Sales" as the account chosen).

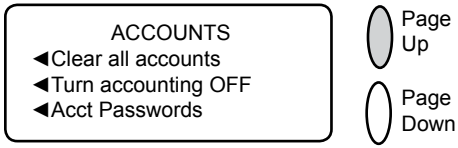


Turning Off Standard Accounting

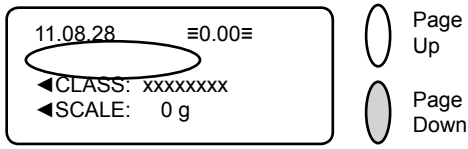
You can temporarily turn off standard accounting whenever you wish.

NOTE: You will not be tracking postage by account when this feature is turned off.

1. From the Home screen, press the selection key next to ACCT: line to display the Accounts menu.
2. Press **Page Down** twice and select **Turn accounting OFF**. If the supervisor password has been enabled, you are prompted to enter it. Key in the 4-digit password and select **Continue**.



3. You return to the Home screen with no account displayed (see example below).



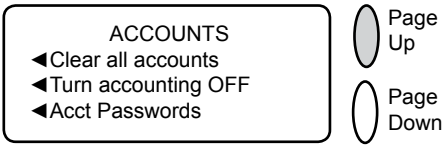
Turning ON Account Passwords (Globally)

You can turn on the requirement for all operators to enter passwords when choosing an account.

***NOTE 1**:* You need to set up a Supervisor password (see *Chapter 7, System Options)* before you can enable Account passwords.

***NOTE 2**:* You need to establish a password for each account to complete the process.

1. From Home screen, press the selection key next to ACCT: line to display the Accounts menu.
2. Press **Page Down** twice and select **Acct Passwords**.

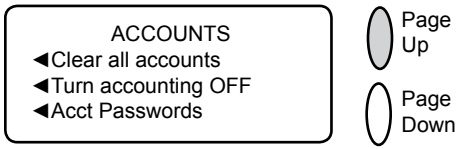


3. Select **Turn Passwords ON**. You return back to the Accounts menu.
4. Continue with Creating an Account later in this chapter to set up accounts with passwords.

Turning Off Account Passwords (Globally)

You can turn off the requirement for operators to enter passwords (if passwords are set up) when choosing an account.

1. From Home screen, press the selection key next to ACCT: line to display the Accounts menu.
2. Press **Page Down** twice and select **Acct Passwords**.

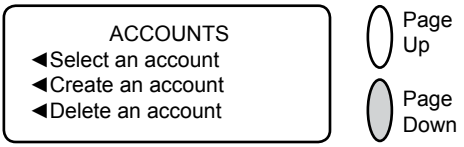


3. Select **Turn Passwords OFF**.
4. You are prompted to enter the Supervisor password. Key in the 4-digit password. You return back to the Accounts menu.
5. Press **Clear** (back arrow key) or **Home** to return to the Home screen.

Creating an Account

You need to create an account before you can use the standard accounting feature to track postage.

1. From the Home screen, press the selection key next to ACCT: line to display the Accounts menu.
2. Select **Create an account**.

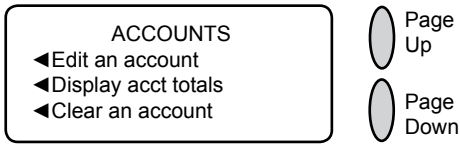


3. If the supervisor password has been enabled, you are prompted to enter it. Key in the 4-digit password and select **Continue**.
4. The system will prompt for the name of this account. Key in a name for the account. It can be up to twelve alpha/numeric characters long. To access alpha characters, tap the appropriate number key until the desired character displays. When finished, select **Continue**.
5. If a passwords have been enabled for accounts, you will be prompted to enter one.
   A. Key in the 4-digit password and select **Continue**.
   B. At the confirmation password prompt, re-enter the new password and select **Set**.
6. At the prompt to create another account, either:
   A. Press **Yes/Enter** and go back to Step 3 to enter another account OR
   B. Press **No** to continue. You return to the Accounts menu.
7. Press **Clear** (back arrow key) or **Home** to return to the Home screen.

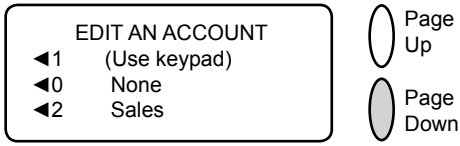
Editing Account Names and Passwords

You can edit an account name and establish passwords for each account if you wish.

1. From Home screen, press the selection key next to ACCT: line to display the Accounts menu.
2. Press **Page Down** and select **Edit an account**.



3. If the supervisor password has been enabled, you are prompted to enter it. Key in the 4-digit password and select **Continue**.
4. The **Edit an Account** screen displays (a sample is shown below). Press **Page Down** to see more choices (if lit). To select an account:



   A. You may either key in the first digit of the account number if you know it and press **Yes/Enter**, OR
   B. Use the appropriate selection key next to the display.
5. If a password has been assigned to this account, you will be prompted to enter one. Key in the 4-digit password and select **Continue**.

Editing Account Names and Passwords

6. After the account is selected, you have a choice to edit the account name or edit the account password (if the account password option has been turned on).

   Edit Account Name option

   A. If you select **Edit acct. name**, the system prompts you for the new name. Key in a new name for the account. It can be up to twelve alpha/numeric characters long. To access alpha characters, tap the appropriate number key until the desired character displays.

   B. Select **OK** when done.

   C. You are prompted if you want to change the account password also. If you select **Yes**, continue with Step B from *Edit Account Password Option* below; otherwise, you return to the Edit an Account screen

   Edit Account Password option

   A. If you select **Edit acct. password**, the system confirms you want to change the password. Press **Yes/Enter**.

   B. The system prompts you for the new password. Key in the new 4-digit password.

   C. Select **Continue** when done.

   D. At the confirmation password prompt, re-enter the new password.

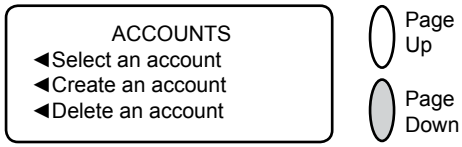
   E. Select **Set**. You return to the Edit an Account screen.

7. Press **Clear** (back arrow key) three times or **Home** (once) to return to the Home screen.

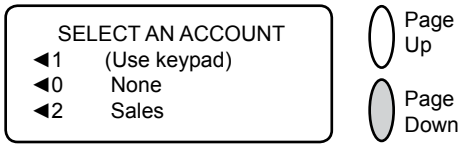
Selecting an Account

You can select or change an account to track postage if standard accounting has been turned on.

1. From Home screen, press the selection key next to ACCT: line to display the Accounts menu.
2. Select **Select an account**,

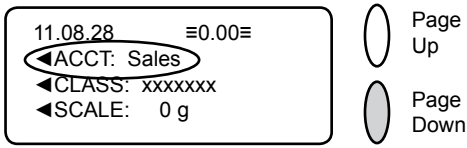


3. The **Select an Account** screen displays (a sample is shown below). Press **Page Down** to see more choices (if lit). To select an account:



   A. You may either key in the first digit of the account number if you know it and press **Yes/Enter**, OR
   B. Use the appropriate selection key next to the display.

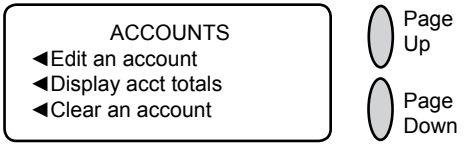
4. If a password has been assigned to this account, you will be prompted to enter one. Key in the 4-digit password and select **Continue**.
5. You return to the Home screen with the name of the account listed (the example below shows "Sales" as the account chosen).



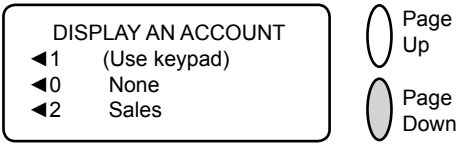
Displaying Account Totals

You can view your account totals anytime using this option.

1. From Home screen, press the selection key next to ACCT: line to display the Accounts menu.
2. Press **Page Down** and select **Display acct totals.**

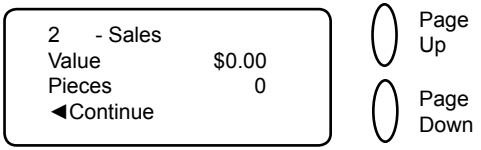


3. The Display an Account screen displays (a sample is shown below). Press **Page Down** to see more choices (if lit). To select an account:



   A. You may either key in the first digit of the account number if you know it and press **Yes/Enter**, OR
   B. Use the appropriate selection key next to the display.

4. The account number, name, pieces, and value of the postage used displays. Select **Continue**.



5. You have a choice to either clear the account, view another account, or exit.
   A. Select **Clear this account** if you want to clear account totals. If the supervisor password has been enabled, you are prompted to enter it. Key in the 4-digit password and select **Continue**. Press **Yes/Enter** to confirm this is the account you want to clear. At the confirm clear prompt, press **Yes/Enter.**
   B. Select **View another acct** and go back to Step 3 to enter another account to view.
   C. Select **Done** if you are finished.
6. You return back to the Accounts menu. Press **Clear** (back arrow key) or **Home** to return to the Home screen.

Printing a Single Account Report

This report provides the postage amount and number of pieces applied for a single account (if the Departmental Accounting feature is set up on your system).

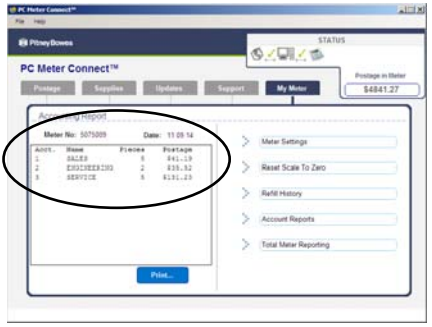
1. Press **Reports**.
2. Select **Single Accounts Rpt**.
3. Key in an account.
4. When prompted, insert tape sheet or envelope into machine. The report is printed and you return back to the Printable reports menu.
5. Press **Clear** (back arrow key) to return to Report type menu or press **Home** to return to the Home screen.

Printing a Multi-Account Summary Report

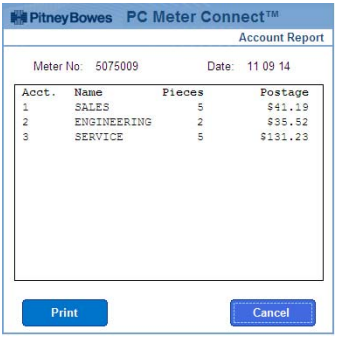
This report provides the postage amount and number of pieces applied for all of your accounts, listed individually (if the Departmental Accounting feature is set up on your system).

At a PC Using PC Meter Connect™

1. At the *My Meter* tab, click on **Account Reports.**
2. An Accounting Report panel displays on the left, listing all of the accounts with the number of pieces and postage used for each.



3. If you would like a printed version, click **Print**. An Account Report screen displays. Click **Print** to continue (or **Cancel** if you change you mind).



4. Select the printer to use from the list provided in Windows. The report is printed and you return to the Accounting Report screen.

Printing a Multi-Account Summary Report

At a PC Using PC Meter Connect™ (cont.)

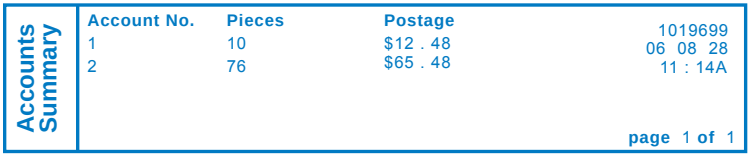
ⓘ ***NOTE:*** If you are accessing features from PC Meter Connect™, please keep in mind the following:

- If the system is in sleep mode, accessing a feature from the Main Window will awaken the machine.
- Once in an awaken state, the machine must be at the Home screen (ready to print postage) to use features found on the *Postage*, *Updates*, and *My Meter* tabs on the Main Window. Otherwise, a "*meter is busy*" message displays on the PC. This condition can happen, for example, if you have the Accounting option set up on the system and the machine is waiting for someone to select an account for printing postage.

At Mailing Machine

1. Press **Reports**.
2. Select **Multi Acct Summary**.
3. When prompted, insert tape sheet or envelope into machine. The report is printed and the system returns back to the Printable reports menu.

   ⓘ ***NOTE:*** If it is a multi-page report, you will be prompted to insert another envelope/tape sheet.
4. Press **Clear** (back arrow key) to return to Report type menu or press **Home** to return to the Home screen.

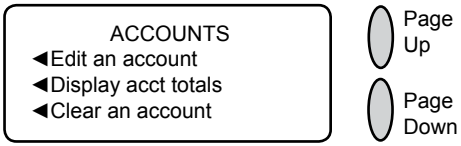


Clearing an Account

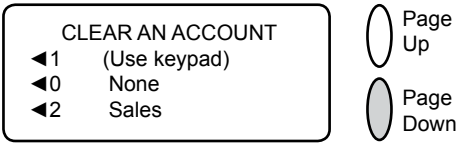
You can clear the postage totals on an account when necessary.

IMPORTANT:
Make sure your really want to clear an account. Once you do, the account information is gone forever.

1. From Home screen, press the selection key next to ACCT: line to display the Accounts menu.
2. Press **Page Down** and select **Clear an account**.



3. If the supervisor password has been enabled, you are prompted to enter it. Key in the 4-digit password and select **Continue**.
4. The Clear an Account screen displays (a sample is shown below). Press **Page Down** to see more choices (if lit). To select an account:



   A. You may either key in the first digit of the account number if you know it and press **Yes/Enter**, OR
   B. Use the appropriate selection key next to the display.

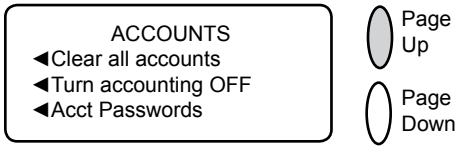
5. At the confirm clear prompt, press **Yes/Enter** (or **No** if you change your mind). The account is cleared and you return back to the Accounts menu.
6. Press **Clear** (back arrow key) or **Home** to return to the Home screen.

Clearing All Accounts

You can clear the postage totals on all accounts (for example, at the beginning of a new fiscal year) with this option.

IMPORTANT:
Make sure your really want to clear all your accounts. Once you do, the account information is gone forever.

1. From Home screen, press the selection key next to ACCT: line to display the Accounts menu.
2. Press **Page Down** twice and select **Clear all accounts**.



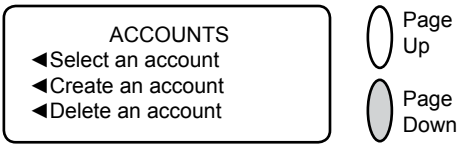
3. If the supervisor password has been enabled, you are prompted to enter it. Key in the 4-digit password and select **Continue**.
4. At the confirm clear prompt, press **Yes/Enter** (or **No** if you change your mind). All the accounts are cleared and you return back to the Accounts menu.
5. Press **Clear** (back arrow key) or **Home** to return to the Home screen.

Deleting an Account

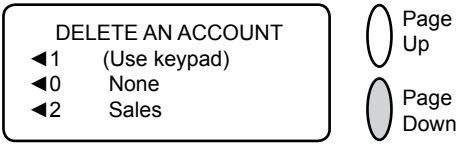
You can delete an account, but make sure you really want to because you cannot get the information associated with that account back after it has been deleted.

IMPORTANT:
Make sure your really want to delete an account. Once you do, the account information is gone forever.

1. From Home screen, press the selection key next to ACCT: line to display the Accounts menu.
2. Select **Delete an account**.



3. If the supervisor password has been enabled, you are prompted to enter it. Key in the 4-digit password and select **Continue**.
4. The Delete an Account screen displays (a sample is shown below). Press **Page Down** to see more choices (if lit). To select an account:



   A. You may either key in the *first* digit of the account number if you know it and press **Yes/Enter**, OR
   B. Use the appropriate selection key next to the display.
5. At the confirmation prompt to delete the account selected, press **Yes/Enter** to delete (or **No** if you change your mind).
6. In either case, you return to the Accounts menu screen. Press **Clear** (back arrow key) or **Home** to return to the Home screen.

9 • Reports

Overview of Reports

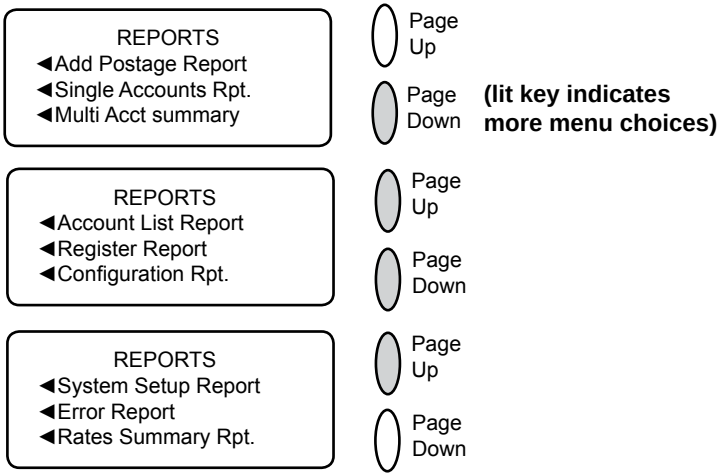
Your system allows you to print reports for funds usage, postage refills, postage tracked by account, and other valuable data. The reports are accessed by pressing **Reports**.

NOTE: Some reports can be printed on an envelope or tape strip; others require an optional attached printer (laser).

The available reports may include:

- Add Postage Report
- Single Account Report
- Multi-Account Summary Report
- Account List Report (can only be printed on a laser printer)
- Register (Funds) Report
- Configuration Report
- System Setup Report (can only be printed on a laser printer)
- Error Report
- Rates Summary Report

NOTE: The number of reports may vary, depending on the options installed on your machine.



Printing a Report

The report printing options available to you will depend on the type of report you have selected.

Printing on an Envelope or Tape Strip

1. Press **Menu**.
2. Select **Reports**.
3. Select the appropriate report from the list. You may need to press the **Page Down** key to view additional reports.

   NOTE: If it have an attached printer, but want to print on an envelope or tape strip, select **Mailing Machine** when prompted.

   Place the envelope up against the back wall of the system and slide it to the right until the system grasps it.

   NOTE: If it is a multi-page report, you will be prompted to insert another envelope.
4. You will be prompted to print another report once printing is complete.
   - Select **Yes** to print an additional report.
   - Select **No** to return to the Home screen.

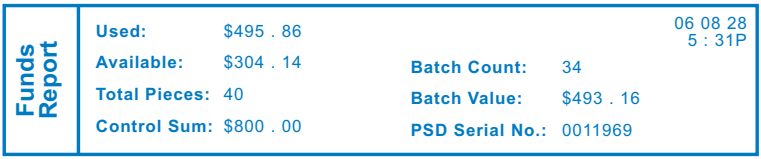
Printing to an Attached Printer

1. Press **Menu**.
2. Select **Reports**.
3. Select the appropriate report from the list. You may need to press the **Page Down** key to view additional reports.
4. When prompted, select **Attached Printer**.
5. A message will appear indicating the report will be printed to the attached printer. Select **Return to Report Menu** to continue.

Register Report (Funds Report)

This report lists the postage used, postage available, pieces processed, and other information about your machine usage.

1. Press **Reports**.
3. Press **Page Down** and select **Register Report**.
3. When prompted, insert tape sheet or envelope into machine. The report is printed and you return back to the Reports menu.
4. Press **Clear** (back arrow key) to return to return to the Home screen.



Used – the total of all postage ever used in the meter

Available – the amount of postage left in the meter

Total Pieces – the total number of mail pieces run through the meter that had postage applied

Control Sum – the total of all postage refills for the meter and equals the amount *Used* plus *Available.* This is a postal requirement that verifies an accurate accounting of the postage in your machine.

Batch Count – the number of mail pieces that had postage applied since the last time the batch count was cleared

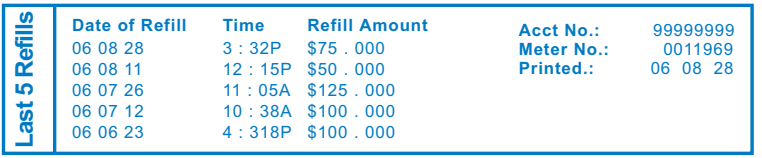
Batch Value – the amount of postage applied since the last time the batch value was cleared

PBP Serial No. – serial number of this meter (normally meter number)

Add Postage Report

This report lists the last five postage refills.

1. Press **Reports**.
2. Select **Add Postage Report**.
3. When prompted, insert tape sheet or envelope into machine. The report is printed and you return back to the Reports menu.
4. Press **Clear** (back arrow key) to return to return to the Home screen.



Last 5 Refills

Date of Refill	Time	Refill Amount
06 08 28	3 : 32P	$75 . 000
06 08 11	12 : 15P	$50 . 000
06 07 26	11 : 05A	$125 . 000
06 07 12	10 : 38A	$100 . 000
06 06 23	4 : 318P	$100 . 000

Acct No.: 99999999
Meter No.: 0011969
Printed.: 06 08 28

Date of Refill – the date of refill

Time – the time of refill

Refill Amount – amount of refill

Account No. – your Postage By Phone® system account number

Meter No. – serial number of this meter (normally meter number)

Printed – the date the report was printed

Single Accounts Report (Standard Accounting)

This report provides the postage history for a single account (if the Standard Accounting feature is set up on your system).

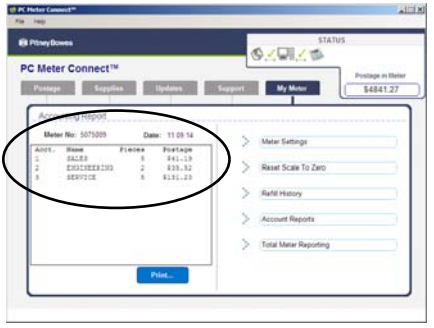
1. Press **Reports**.
2. Select **Single Account Rpt**.
3. Key in an account.
4. When prompted, insert tape sheet or envelope into machine. The report is printed and you return back to the Reports menu.
5. Press **Clear** (back arrow key) to return to return to the Home screen.

Multi-Account Summary Report (Standard Accounting)

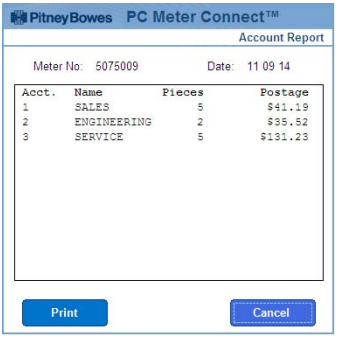
This report provides the postage amount and number of pieces applied for all of your accounts, listed individually (if the Standard Accounting feature is set up on your system).

At a PC Using PC Meter Connect™

1. At the *My Meter* tab, click on **Account Reports.**
2. An Accounting Report panel displays on the left, listing all of the accounts with the number of pieces and postage used for each.



3. If you would like a printed version, click **Print**. An Account Report screen displays. Click **Print** to continue (or **Cancel** if you change you mind).



4. Select the printer to use from the list provided in Windows. The report is printed and you return to the Accounting Report screen.

Multi-Account Summary Report (Standard Accounting)

At a PC Using PC Meter Connect™ (cont.)

ⓘ ***NOTE:*** If you are accessing features from PC Meter Connect™, please keep in mind the following:

- If the system is in sleep mode, accessing a feature from the Main Window will awaken the machine.
- Once in an awaken state, the machine must be at the Home screen (ready to print postage) to use features found on the *Postage*, *Updates*, and *My Meter* tabs on the Main Window. Otherwise, a "*meter is busy"* message displays on the PC. This condition can happen, for example, if you have the Accounting option set up on the system and the machine is waiting for someone to select an account for printing postage.

At Mailing Machine

1. Press **Reports**.
2. Select **Multi Acct Summary**.
3. When prompted, insert tape sheet or envelope into machine. The report is printed and the system returns back to the Reports menu.

   ⓘ ***NOTE****:* If it is a multi-page report, you will be prompted to insert another envelope/tape sheet.
4. Press **Clear** (back arrow key) to return to the Home screen.

Accounts Summary

Account No.	Pieces	Postage
1	10	$12 . 48
2	76	$65 . 48

1019699
06 08 28
11 : 14A

page 1 of 1

Account List Report (Standard Accounting)

This is a laser printed report only that provides the postage amount and number of pieces applied to all of your accounts (if the Standard Accounting feature is set up on your system).

1. Press **Reports**.
2. Press **Page Down** and select **Account List Report**.
3. When prompted, make sure the laser printed is connected to your machine, then select **Continue**.
4. The report is printed and you to return to the Reports menu.

System Setup Report

The System Setup Report is laser printed report only that gives you comprehensive information about your total mailing machine. The entire report must be printed on an attached printer. It provides information on:

- Serial Numbers
- System Versions
- Funds and Piece Information
- Warning Values
- Time Settings
- Advertisements
- Inscriptions
- Accounting Set Up
- Modem Set Up
- Scale Settings
- Presets

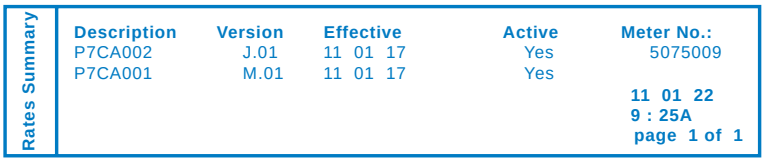
1. Press **Reports**.
2. Press **Page Down** twice and select **System Setup Report.**
3. When prompted, make sure the laser printer is connected to your machine, then select **Continue**.
4. The report is printed and you to return to the Reports menu.

Rates Summary Report

This report provides a summary of the rate files that are currently active in your system. You can print this as a way to confirm that you have received the latest rates.

1. Press **Reports**.
2. Press **Page Down** and select **Rates Summary Rpt**.
3. When prompted, insert tape sheet or envelope into machine. The report is printed and the system returns back to the Reports menu.

   ***NOTE**:* If it is a multi-page report, you will be prompted to insert another envelope/tape sheet.
4. Press **Clear** (back arrow key) to return to the Home screen.


Rates Summary
Description Version Effective Active Meter No.:
P7CA002 J.01 11 01 17 Yes 5075009
P7CA001 M.01 11 01 17 Yes
11 01 22
9 : 25A
page 1 of 1

Description – the specific type of rate

Version – the alpha-numeric identifier used for this rate

Effective Date – the date the rate takes effect

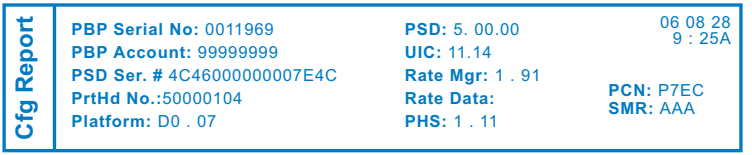
Active – indicates if the rate is active ("Yes" or No")

Meter No. – the serial number of this meter

Configuration Report

This report lists configuration information about your machine and Postage By Phone® account. It is generally a report you will not have to access unless your Pitney Bowes Customer Service Representative requests that you print it out.

1. Press **Reports**.
2. Press **Page Down** and select **Configuration Report**.
3. When prompted, insert tape sheet or envelope into machine. The report is printed and the system returns back to the Reports menu.
4. Press **Clear** (back arrow key) to return to the Home screen.

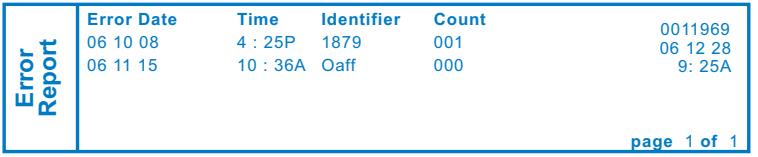


Error Report

This report provides a history of error codes that your machine has encountered. It is generally a report you will not have to access unless your Pitney Bowes Customer Service Representative requests that you print it out.

1. Press **Reports**.
2. Select **Error Report**.
3. When prompted, insert tape sheet or envelope into machine. The report is printed and the system returns back to the Reports menu.

   NOTE: If it is a multi-page report, you will be prompted to insert another envelope/tape sheet.
4. Press **Clear** (back arrow key) to return to the Home screen.



Messages Indicating Ink Cartridge Replacement

NOTE: We recommend that you keep a spare ink cartridge on hand at all times.

Your actual ink usage will vary, depending on whether you routinely print ads, how many pieces of mail you print a day and other factors.

The machine display tells you when the ink supply is low or exhausted with the following messages:

Low Ink

Replace the ink cartridge soon. You can print about another 300 impressions or leave the system running for six days without printing. If you don't have a replacement cartridge on hand, you should order one now. See *Chapter 12, Supplies and Options* for part numbers to order this item.

Ink Out

Replace the ink cartridge immediately. The ink supply is gone; you won't be able to print postage in this condition.

IMPORTANT: Have a spare the ink cartridge available as soon as you see the *Low Ink* alert.

Messages Indicating Ink Waste Tank Replacement

Waste Tank - Tank is nearly full

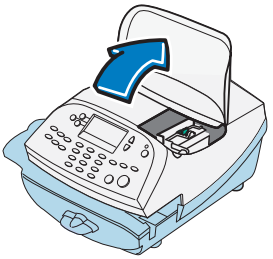
The waste ink tank is nearly full. Call the Supplies number at Pitney Bowes (see page *v*) and order a waste ink pad replacement kit (52F-B). You will be able to print postage in this condition, but only for a limited time.

Waste Tank Full!

The waste ink tank is full. If you haven't already, call the Supplies number for Pitney Bowes and order a waste ink pad replacement kit (see above). You will not be able to print postage in this condition.

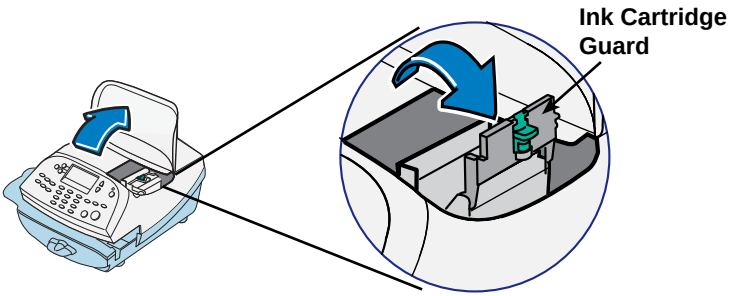
Replacing the Ink Cartridge

1. Open the top cover. A *Top Cover Open* message displays.

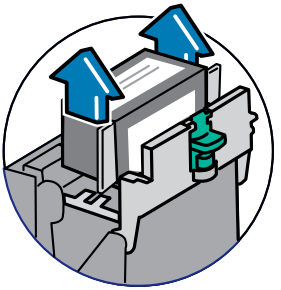


2. Select **Replace Ink Tank** to continue (if you don't want to change the ink cartridge at this time, simply close the top cover). The message *Moving ink tank to replacement position* displays.

3. Unlatch and flip open the ink cartridge guard.

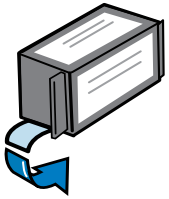


4. Lift up and remove old ink cartridge and discard.

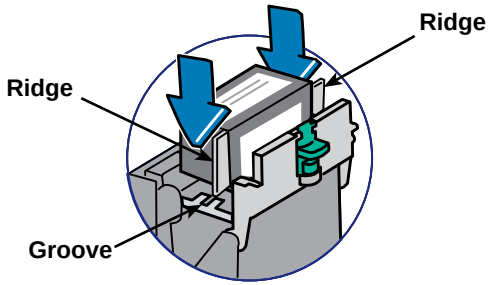


Replacing the Ink Cartridge

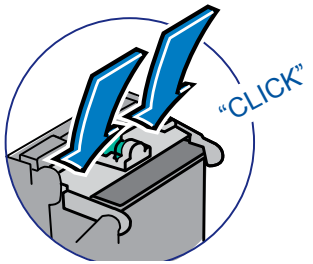
5. Remove tape on bottom of new ink tank cartridge.



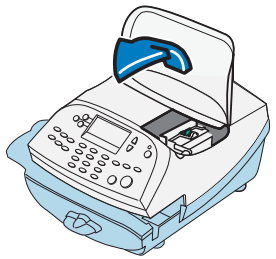
6. Lower the ink cartridge into the cavity (the label on the top of the cartridge should face the front of your system). The ridges on either side of the cartridge will slide into the grooves.



7. Close the ink cartridge guard and click to secure.



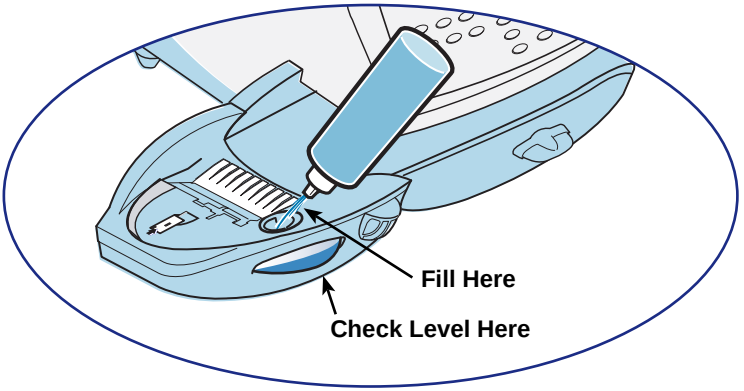
8. Close the cover. The system automatically starts an ink initialization process and in a few moments returns you to the Home screen.



Filling the Moistener

Refer to the following procedure to refill the moistener.

1. Check the moistener tank to see how much sealing solution is left.



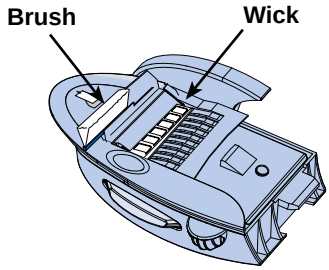
2. Add enough E-Z Seal® to bring the sealant level up to the bottom of the fill hole. We recommend E-Z Seal because it helps keep your moistener clean and improves sealing efficiency. See *Chapter 12, Supplies and Options* for part numbers to order this item.

3. If the tank was empty, allow 30 minutes for the moistener brush and wick to get completely wet.

IMPORTANT: Do not overfill the moistener tank.

Maintaining the Moistener

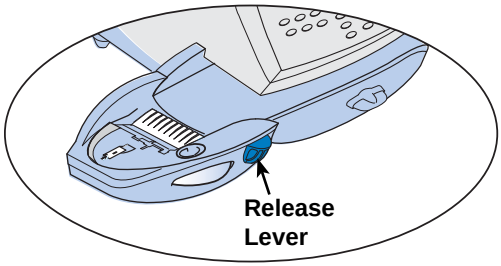
If you notice incomplete or poor sealing and the moistener tank is full, you may need to clean the moistener brush or wick. If seal quality doesn't improve after cleaning, you can replace the moistener brush or wick as needed.



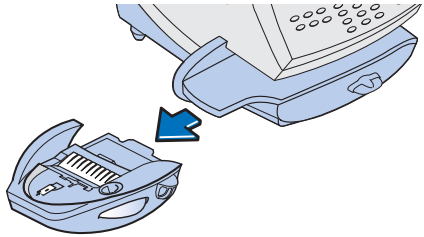
See *Chapter 12, Supplies and Options* for part numbers to order these items for your machine.

Removing and Cleaning the Moistener Brush

1. Push down on the blue release lever on the moistener.



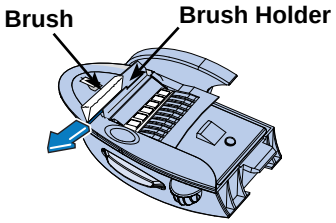
2. Pull the moistener straight out to the left.



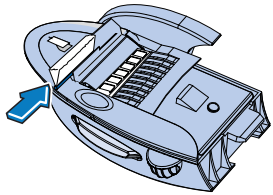
Maintaining the Moistener

Removing and Cleaning the Moistener Brush (cont'd)

3. Open the hinged brush holder.
4. Grasp the bristles and slide the brush out of the hinged brush holder, toward the front of the moistener tank.

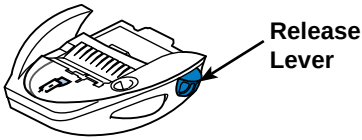


5. Clean the brush in plain water, and rinse thoroughly. Blot the brush with a paper towel to remove excess water
6. Position the brush as shown at right so its bottom edge is under the mounting tabs.
7. Slide the brush back toward the rear of the moistener.

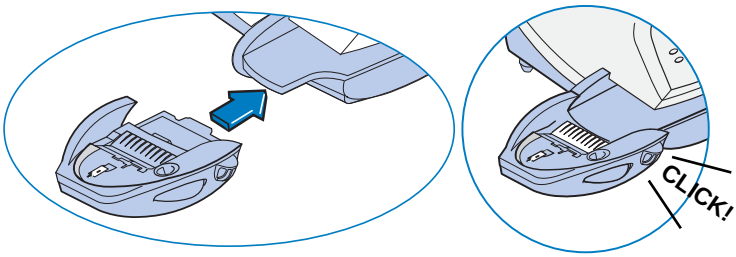


NOTE: At this point, if you need to clean the wick and holder, go to *Removing and Cleaning the Moistener Wick and Holder* procedure on the next page. Otherwise, just continue with step 8.

8. Reinstall the moistener. Push down on the blue release lever on the moistener.



9. Slide the moistener back onto the machine. You should hear a click as it engages.

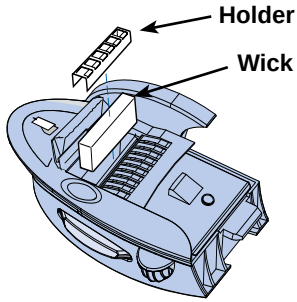


Maintaining the Moistener

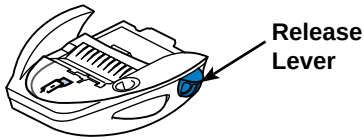
Removing and Cleaning the Moistener Wick and Holder

NOTE: This procedure assumes you have done steps 1 to 7 from the previous *Removing and Cleaning the Moistener Brush* section.

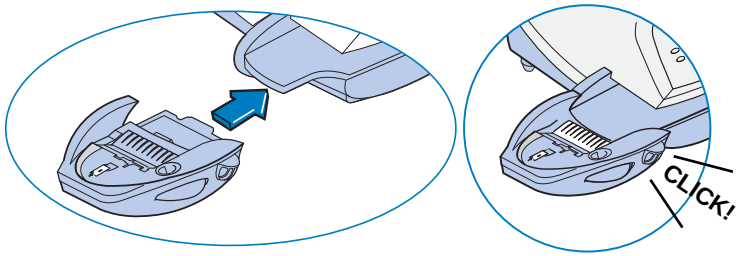
1. Pull up and remove the holder and wick from the moistener as shown here.



2. Separate wick from metal holder, clean the wick in plain water, and rinse thoroughly. Blot the wick with a paper towel to remove excess water
3. Place the wick back in the holder.
4. Reinstall the wick and holder assembly into moistener. Be sure to seat the holder against the top of the wick.
5. Reinstall the moistener. Push down on the blue release lever on the moistener.

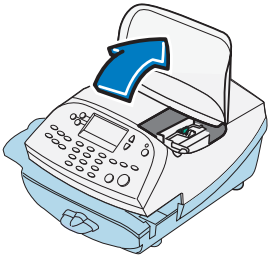


6. Slide the moistener back onto the machine. You should hear a click as it engages.



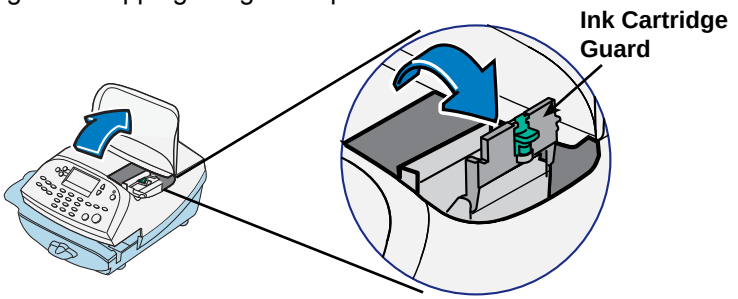
Replacing the Print Head

1. Open the top cover. A *Top Cover Open* message displays.

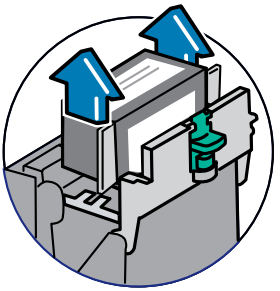


2. Select **Replace Ink Tank** to continue (if you don't want to change the print head at this time, simply close the top cover). The message *Moving ink tank to replacement position* displays.

3. Unlatch the ink cartridge guard by sliding the green lever to the right and flipping the guard open.

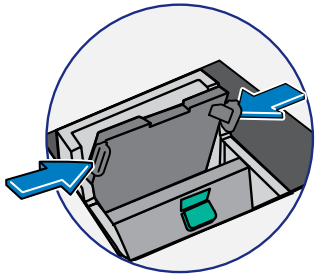


4. Lift up and remove ink cartridge.

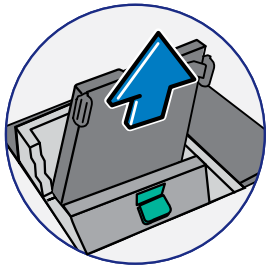


Replacing the Print Head

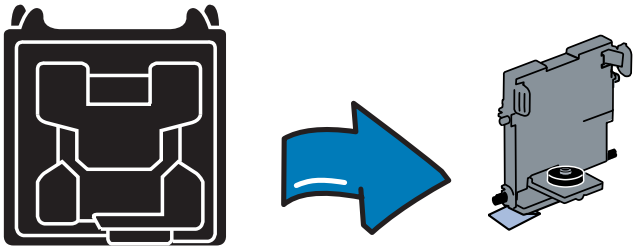
5. Squeeze in on the two gray tabs on either side of the print head so that they slide toward each other.



6. While squeezing, lift and tilt the print head to the right toward the space for the ink cartridge. The print head should come up out of the machine.

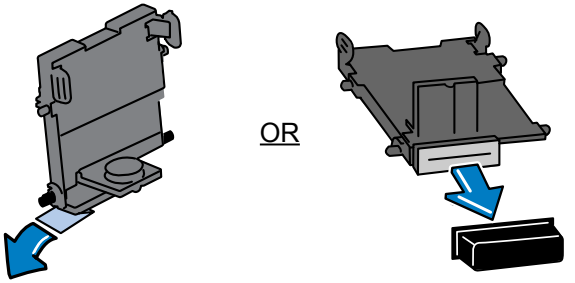


7. Remove the print head from packaging.



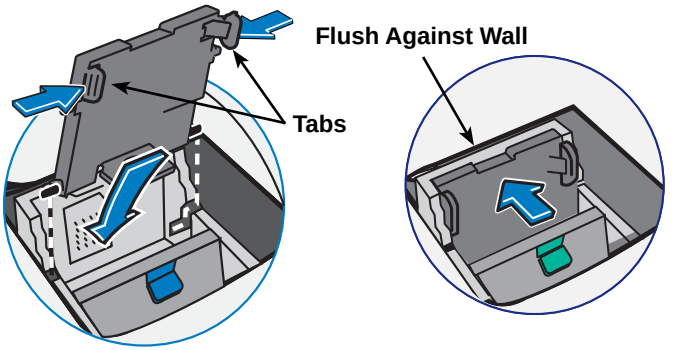
Replacing the Print Head

8. Remove the protective tape or the black cap from the bottom of the replacement print head.



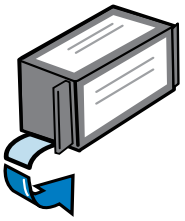
Protective Tape **Black Cap**

9. Squeeze the two gray tabs on either side of the new print head and slightly angle the print head while pushing the print head flush against the wall.



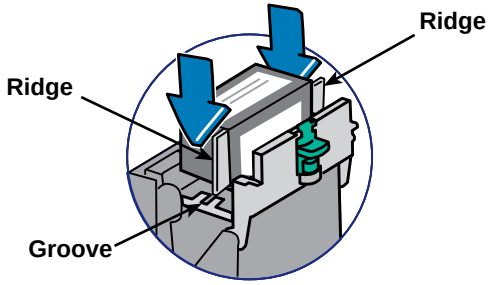
10. If you are using the same ink cartridge you removed in Step 5, continue with step 11.

    Otherwise, if you are putting in a new ink cartridge, remove tape on bottom of new ink tank cartridge.

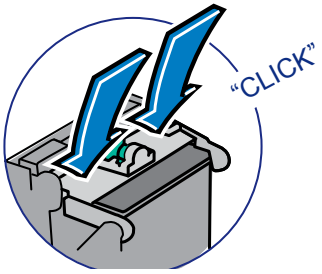


Replacing the Print Head

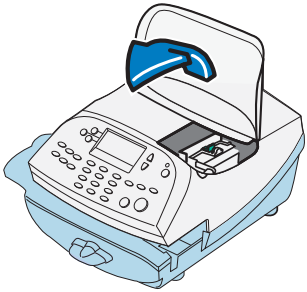
11. Lower the ink cartridge into the cavity (the label on the top of the cartridge should face the front of your system). The ridges on either side of the cartridge will slide into the grooves.



12. Close the ink cartridge guard and click to secure.



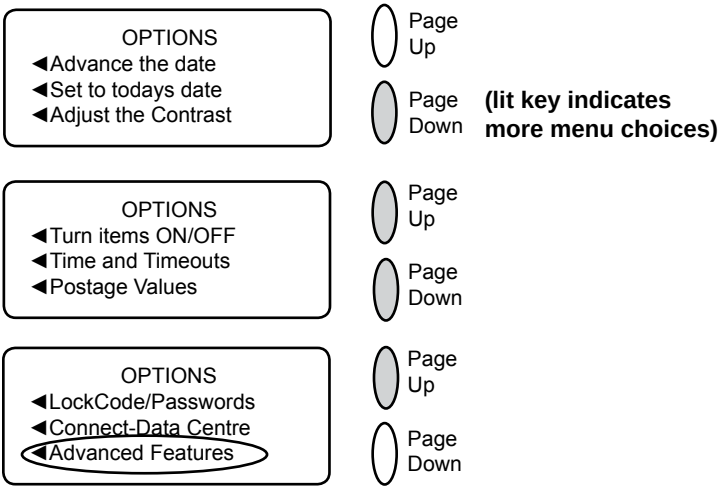
13. Close the cover. The system automatically recognizes the new cartridge and in a few moments returns you to the Home screen.



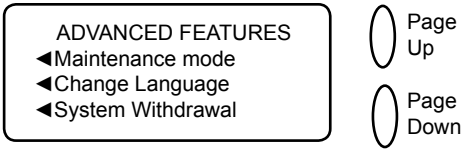
Running Print Tests

The system has several tests that let you check print performance and help you determine printing problems.

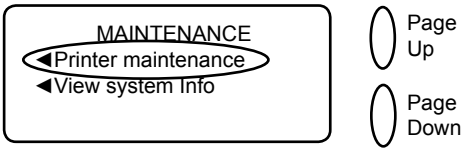
These tests are accessible by pressing **Options**, pressing **Page Down** to the third screen, and selecting **Advance Features**.



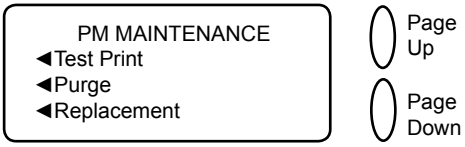
Once you are in Advanced features, select **Maintenance Mode**.



Once you are in Maintenance menu, select **Printer maintenance**.



The PM Maintenance menu displays.

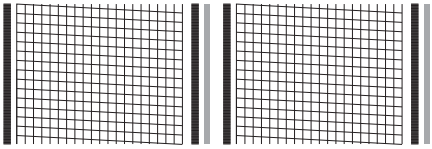


Running Print Tests

Test Print

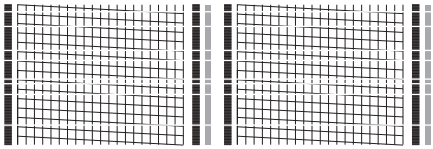
The test print allows you to print a test pattern to see if the print head is functioning properly or you have enough ink in the cartridge.

1. Press **Options.**
2. Press **Page Down** twice.
3. Select **Advanced Features**.
4. Select **Maintenance mode**.
5. Select **Printer maintenance**.
6. Select **Test Print**.
7. When prompted, insert an envelope through the machine.
8. You are prompted if the test pattern is OK.
   A. If yes, press **Yes** and you return to the PM Maintenance menu.



Good Test Print (No Missing Lines)

   B. If no, press **No** and the system executes a purge. This may take a few moments. When finished, you return to the PM Maintenance menu.



Poor Test Print (Missing Lines)

9. Press **Home or Clear** (back arrow key) 4 times to return to the Home screen.

NOTE: If the system continues to print poor test prints, you should replace your ink cartridge (see *Replacing the Ink Cartridge* earlier this chapter) and then perform another test print (see above).

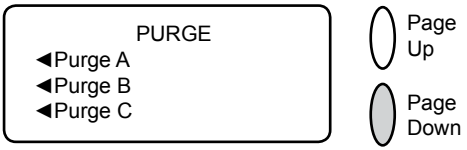
If the ink cartridge replacement does not resolve the issue, contact Pitney Bowes (see page *v*).

Running Print Tests

Purge

The test print allows you to purge the print heads in an effort to fix a printing problem

1. Press **Options.**
2. Press **Page Down** twice.
3. Select **Advanced Features**.
4. Select **Maintenance mode**.
5. Select **Printer maintenance**.
6. Select **Purge**.
7. You have a choice of four purges to use. Normally selecting **Purge A** is sufficient to purge the system, unless directed by a Pitney Bowes agent to do otherwise.



8. The system executes a purge. This may take a few moments. When finished, you return to the Purge screen.
9. Press **Clear** (back arrow key) 5 times to return to the Home screen.

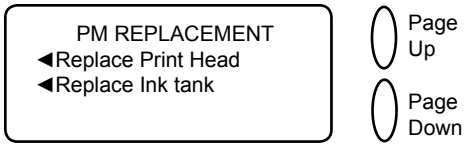
Running Print Tests

Replacement (of Print head or Cartridge)

This option steps you through the procedure to replace either the print head or ink tank (cartridge).

NOTE: See *Replacing the Ink Cartridge* or *Replacing the Print Head* at the beginning of this chapter which explains these procedures in detail using figures.

1. Press **Options.**
2. Press **Page Down** twice.
3. Select **Advanced Features**.
4. Select **Maintenance mode**.
5. Select **Printer maintenance**.
6. Select **Replacement**.
7. You have a choice to replace the print head or ink tank (cartridge)



   The steps for each are the same, with the only difference being the name of the item mentioned on the screen.
8. You are prompted to open the top cover.
9. After cover is opened and the print head moves into replacement position, you are prompted to replace the print head.
10. After replacing the print head and closing the cover, the machine resets and you return to the Home screen.

This page was put in as a placeholder so you can print this guide in a duplex (double-sided) mode while keeping the proper page positions.

11 • Troubleshooting

Getting Help

There may be times when you need help to solve a problem, or you may want more information about how your mailing system works. Pitney Bowes provides several information resources. See page *v* for our web and phone support information.

Before you contact us, please read the troubleshooting information in this chapter. In many cases, it can help you resolve the problem. Also, you can often restore normal operation by powering down the unit and then powering it on (simply use the power switch on the rear of the unit).

If you need to call, please have the following information at hand:

- Model Identification: See page *v*.
- Serial number: See the back of the system.
- Nature of problem: What happens and when does it happen? Did the machine display an error message?
- The steps you've already taken to solve the problem and the results.

Messages on the LCD Display

From time to time your system will display an alert or error message. An alert tells you that something needs attention; an error message usually tells you about a system condition you can fix. In rare instances you may have to call for service or assistance (see page *v*).

Blank Display

Symptom	Cause	Solution
Power lamp is not lit on the machine	No power coming into machine	Check that: • Power switch, located above the power receptacle on the backside of the machine, is turned on. • power cord is plugged into both mailing machine base and wall outlet • power cord is not connected to a switched wall outlet, power strip, or surge protector
Power lamp is yellow on the machine	Machine in sleep mode	Press any key to awaken it.

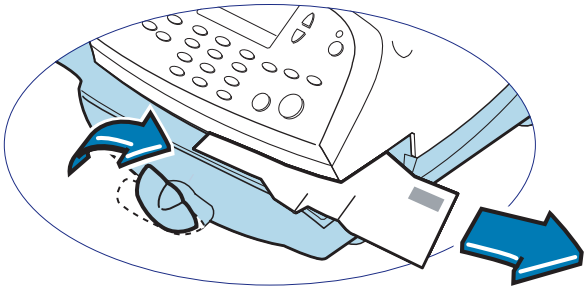
Display Problems (display hard to read)

The display contrast needs adjustment.

1. Press **Options**.
2. Select **Adjust the Contrast**.
3. Select **Increase Contrast** or **Decrease Contrast** to change the contrast level as necessary.
4. Press **Home** to return to the Home screen.

Feeding Problems (stalled envelopes)

1. Move transport release lever 1/4 turn to the right (clockwise) to the released position (vertical).
2. Carefully pull envelope out from right.



3. Make sure deck is clear of paper fragments.
4. Move transport release lever 1/4 turn to the left (counter-clockwise) back to the home position (horizontal).

***NOTE**:* To avoid stalled (jammed) envelopes:

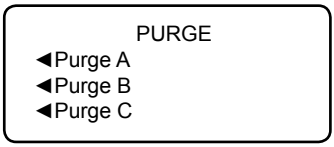
- Make sure your envelopes meet our published specifications. See *Appendix D, Specifications*.
- Feed envelopes correctly. See the instructions in *Chapter 3, Running Mail*. Don't try to feed oversize envelopes through the machine. Use tape strips instead.

Printing Problems

Symptom	Cause	Solution
Machine won't print	Machine is in seal-only mode	This mode disables printing. Press **Home** to return to Home screen and resume printing.
Meter Stamp is incomplete or streaked; poor print quality	Ink cartridge needs replacing	Replace ink cartridge. See the instructions in *Chapter 10, Maintenance*.
	Print nozzles clogged	Perform a print purge in an effort to fix the printing problem (see procedure below)
"*Waste Tank Full!*" message	Waste ink tank is full	Call Pitney Bowes (see page v). You will not be able to print postage in this condition.
"Waste Tank - Tank is nearly full" message	Waste ink tank is nearly full	Call Pitney Bowes (see page v). You will be able to print postage in this condition, but only for a limited time.

Print Purge Procedure

1. Press **Options.**
2. Press **Page Down** twice.
3. Select **Advanced Features**.
4. Select **Maintenance mode**.
5. Select **Printer maintenance**.
6. Select **Purge**.
7. You have a choice of four purges to use. Normally selecting **Purge A** is sufficient to purge the system, unless directed by a Pitney Bowes agent to do otherwise.



8. The system executes a purge. This may take a few moments. When finished, you return to the Purge screen.
9. Press **Clear** (back arrow key) five times to return to the Home screen.

***NOTE**:* If printer maintenance fails to correct the problem, call Pitney Bowes (see page v).

Moistening Problems (envelopes don't seal)

Symptom	Solution
Incorrect feeding	Make sure you slide the envelope flap under the blue edge of the feed deck. If you don't, the moistener can't wet the flap.
Low sealant level	Check the sight glass on the left side of the moistener tank. If the sealant level is low, add E-Z Seal® solution until it reaches the bottom of the fill hole. See the instructions in *Chapter 10, Maintenance*.
Dry moistener brush	Try wetting the moistener brush. If the brush drys out quickly, replace the moistener wick as explained in *Chapter 10, Maintenanc*e.
Dirty moistener brush	Remove the moistener brush. Clean it in plain water and rinse thoroughly (see *Chapter 10, Maintenance)*
Worn moistener brush	Replace the moistener brush (see *Chapter 10, Maintenance)*

***NOTE**: See C*hapter 12, Supplies and Options* for part numbers for replacement brushes and E-Z Seal® solution. See page v for contact information.

Problems Connecting to the Data Center via Analog Line

Symptom	Solution
Improper phone line or phone line not connected to machine	• Make sure you've connected your machine to a dedicated analog phone line (the same type you connect your home phone to). If you are using a DSL line, you should use a DSL filter obtained from your DSL provider. • Make sure the phone line connectors are firmly seated in their receptacles. • Try using the PC Meter Connect™ method to communicate with the Data Center if an internet PC is available (see *Chapter 6, Adding Postage/Connecting to the Data Center*).
Incorrect setup of system options	Go to the *Chapter 7, System Options,* and check the following: • Does your phone system require you to dial a prefix number to get an outside phone line? Make sure to include this in the setup if needed. • Is the dial method correct? You have to tell the machine if your phone uses a pulse or tone for dialing.

Problems Connecting to Data Center via LAN Network

Symptom	Solution
Machine may not be connected to LAN Internet Connection	• Make sure you've connected your machine to a working LAN Internet connection. Contact your network administrator if you suspect issues with your LAN network. • Make sure the LAN internet cable USB Internet adapter connectors are firmly seated in their receptacles • Make sure the adapter lights are lit to show an active connection. • Ensure that no phone cord is connected to the mailing machine when the LAN is installed. • If LAN internet connectivity is not available, disconnect the USB network adapter and LAN internet cable from the USB port. Connect via a USB cable connected to a PC having PC Meter Connect™ or via analog phone line using the analog phone cable to the phone port (see *Chapter 6, Adding Postage/Connecting to the Data Center*).

Problems Connecting to the Data Centre via the PC

You cannot access www.pitneybowes.ca from your PC using Internet Explorer

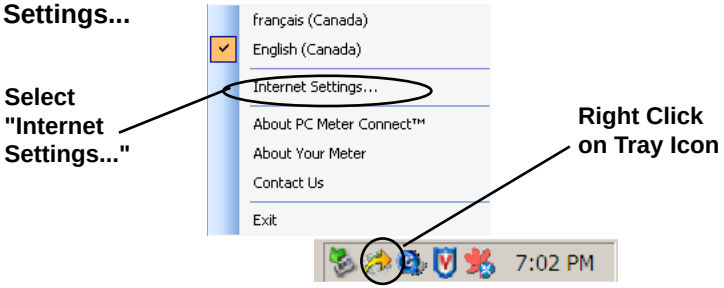
Contact your IT administrator for any special setup needed to enable your PC and Internet Explorer to access the Internet.

Problems Connecting to the Data Centre via the PC

You can access www.pb.com using Internet Explorer but PC Meter Connect™ cannot detect the Internet

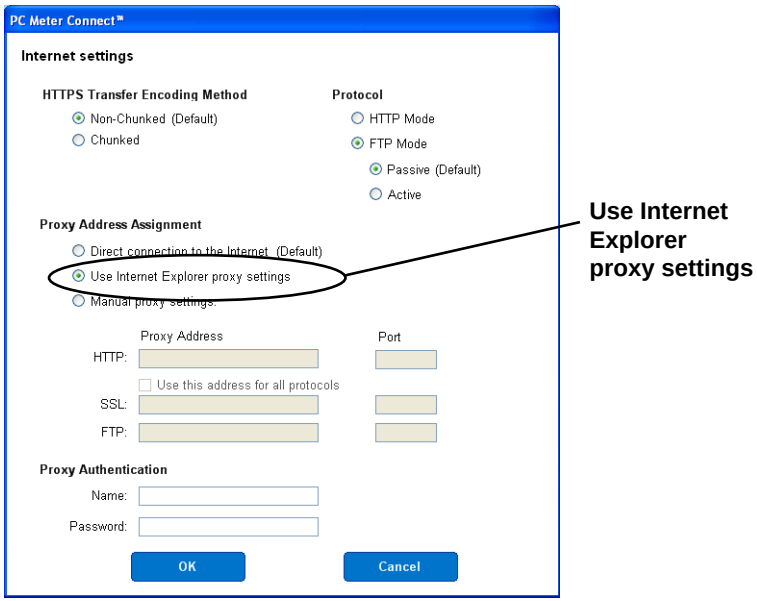
(see also Troubleshooting in *Appendix A - PC Meter Connect™*.)

1. Right click on the PC Meter Connect™ tray icon and select **Internet Settings...**



2. At the Internet Settings configuration screen, do either of the following:

   Solution A - Set your PC Meter Connect™ to use the same settings that Internet Explorer uses to connect to the Internet. Choose **Use Internet Explorer proxy settings** under Proxy Address Assignment (see screen below) and click **OK**.



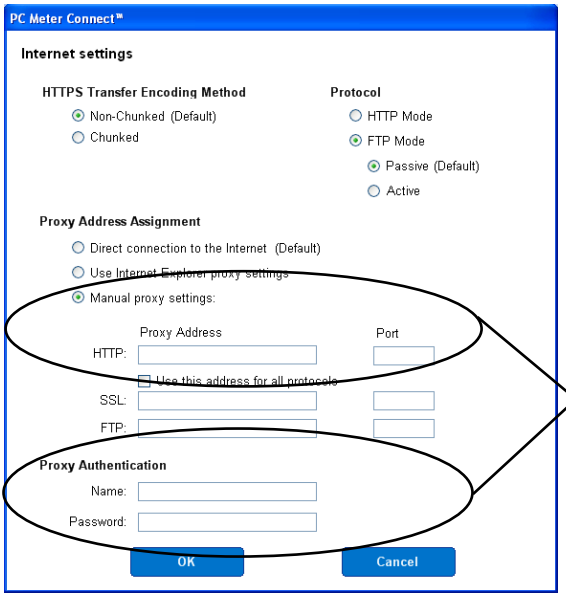
Internet Settings Screen in PC Meter Connect™

continued->**

Problems Connecting to the Data Centre via the PC

You can access www.pitneybowes.ca using Internet Explorer but PC Meter Connect™ cannot detect the Internet (cont.)

Solution B - Enter your own network's Proxy Address and Authentication settings (if used). Contact your IT administrator for these settings. Click **Manual proxy settings**, and enter the proxy settings and proxy authentication (if used) provided by your IT administrator (see screen below). Click **OK.**



Use "Manual proxy settings" (and "Proxy Authentication", if used)

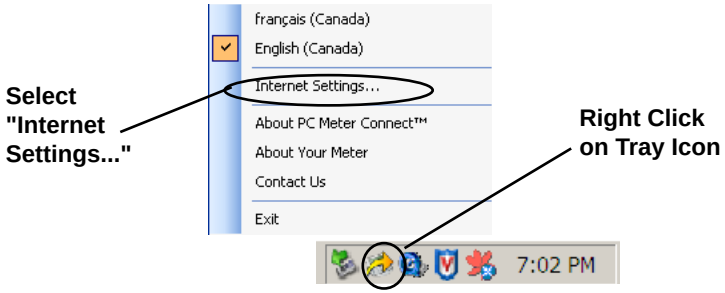
Internet Settings Screen in PC Meter Connect™

Problems Connecting to the Data Centre via the PC

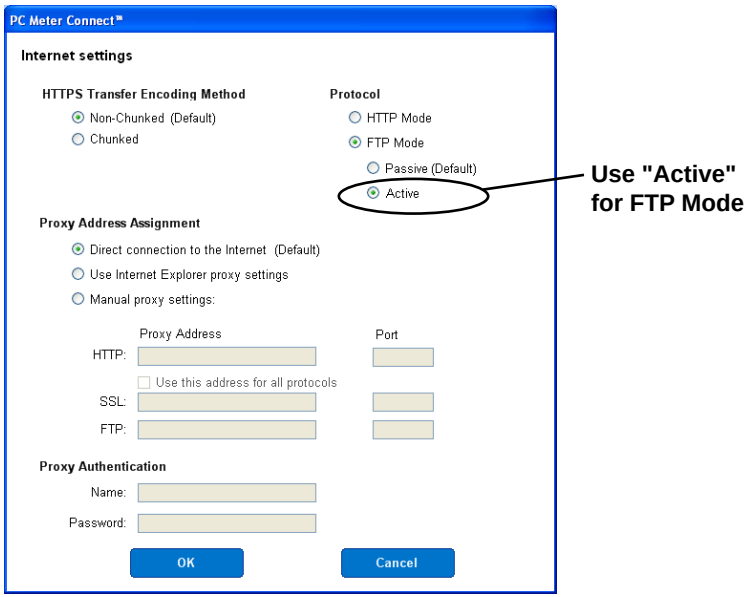
You can access www.pitneybowes.ca using Internet Explorer but you are having problems downloading files to your meter.

(see also Troubleshooting in *Appendix A - PC Meter Connect™.*)

1. Right click on the PC Meter Connect™ tray icon and select **Internet Settings**...



2. At the Internet Settings configuration screen, choose **Active** for FTP Mode (see screen below) and click **OK.**

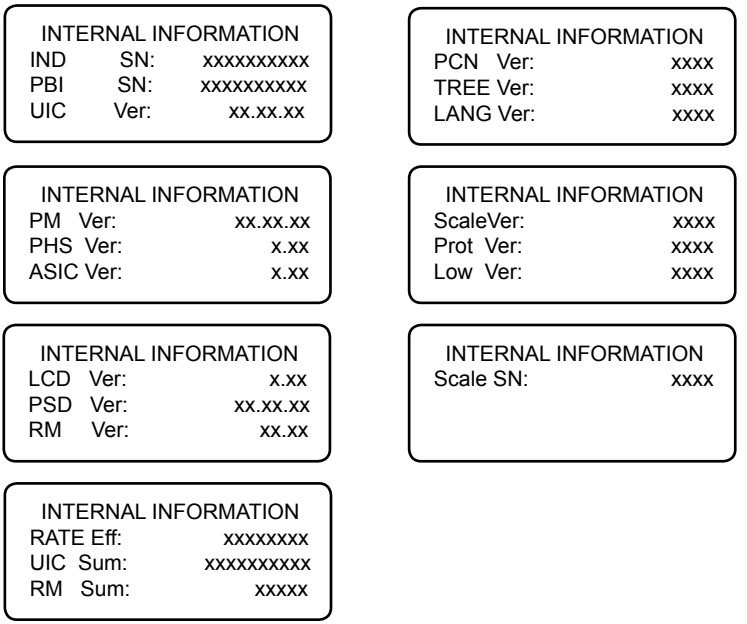


Internet Settings Screen in PC Meter Connect™

Viewing System Configuration Levels

Sometimes in an effort to fix your problem over the phone, a Pitney Bowes agent may request you to look up the system level that is on your machine. Follow these steps to do this:

1. Press **Options.**
2. Press **Page Down** twice.
3. Select **Advanced Features**.
4. Select **Maintenance mode**.
5. Select **View system info**.
6. There are various screens of information available about your machine. Press **Page Down** to scroll through all the screens if needed.



7. Press **Clear** (back arrow key) four times to return to the Home screen.

12 • Supplies and Options

Supplies

Description	Number
Ink Cartridge, Red Fluorescent	793-5
Moistener Brush/Wick Assembly	946-1
Waste Ink Pad Replacement Kit	52F-B
Double Tape Sheets—300	612-7C
E-Z Seal® 4-Pack 118 ml Flip Top Bottles	601-9C
E-Z Seal® 4-Pack 472 ml Bottles	601-0C
E-Z Seal® 1 Pack 118 ml Dabber Bottle	601-7

Refer to *Pitney Bowes Contact List* on page *v* for web addresses and phone numbers to order supplies.

Options

Pitney Bowes offers a number of flexible options so you can tailor your mailing system to meet your exact needs today, and expand it as your business grows tomorrow. Contact your Pitney Bowes Sales Representative for more information (see page *v* in the front of this guide for web addresses and phone numbers).

Integrated Weighing Platform (Scale)

The optional scale (weighing platform) allows you to accurately weigh mail and packages. You have a choice of a 1 kg. or 2.5 kg. capacity scale. See *Chapter 3, Running Mail* for details on using the scale.

Moistener

The moistener applies sealing fluid to the envelope flap. You can seal envelopes or leave them unsealed, depending on how you feed them. See *Chapter 3, Running Mail* for details.

Standard Accounting

The Standard Accounting feature tracks postage costs for departmental accounts. Depending on your model, you can order up to 50 accounts for your machine. See *Chapter 8, Standard Accounting* for details.

Options

Advertisements

Your system comes pre-loaded with several popular envelope adds. These give your mail a professional appearance and can turn your mailings into a powerful promotional tool. Pitney Bowes can also provide additional envelope adds if your needs require it, up to a total of 20 envelope ads.

Optional adds are convenient to add because they are done via software downloads.

Appendix A • PC Meter Connect™ Desktop Application

About PC Meter Connect™ Desktop Application

> ***NOTE:*** Topic headings in this manual that refer to a PC Meter Connect™ feature are listed in **green text.**

PC Meter Connect desktop application is a high-speed connectivity option that eliminates the need for an analog line. Similar to Constant Connection (LAN Connection), PC Meter Connect™ enables your system to connect to the Internet but it does so via a Windows PC having an Internet connection.

You simply download the PC Meter Connect™ software from the Pitney Bowes website (see page *v*), install it onto a PC with an internet connection (broadband, DSL, network, etc.), and connect a USB cable between your machine and the PC.

PC Meter Connect™ software allows you, *from your PC,* to:

- walk through the entire installation process of your machine (if that is the method you choose when first installing)
- see status messages (such as *low funds*) from the machine
- see or print your postage refill history
- set machine settings, such as date and time, printing options, presets, etc.
- run accounting reports

It also includes links from your PC to:

- demos to walk you through common procedures
- online support for your system
- the Pitney Bowes Online Store, which provides an easy and convenient way to order ink cartridges, E-Z Seal®, envelopes, and other supplies for your system.

Installation Requirements

Before installing the PC Meter Connect™ software, make sure your PC meets these minimum requirements:

- Windows® 2000, Windows XP (32-bit or 64-bit), Windows Vista (32-bit or 64-bit), or Windows 7 (32-bit or 64-bit) operating systems with the latest service packs. Mac OS is not supported.
- 1.2 GHz processor and 512 MB of RAM
- administrative rights to install software
- an Internet connection

Installation

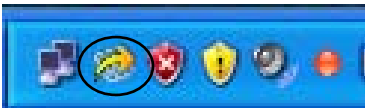
Download the PC Meter Connect™ software from the Pitney Bowes model-specific support website (see page v) to your PC with Internet access. Locate the USB cable supplied with your mailing machine and follow these instructions:

1. Do **not** connect the USB cable to your PC or your machine yet.

   Do **not** connect the power to your mailing machine yet.

   You will be prompted at the proper times to do these during the install.
2. Double-click on the install file that you downloaded to your PC.
3. The install program automatically starts. Follow the prompts on screen.
4. When installation is complete, a PC Meter Connect™ icon will be installed on your desktop and an icon will reside on your PC's system tray, usually in the lower right corner of the screen (see figures below).

Desktop Shortcut Icon



Icon in System Tray

5. To make sure you are running the latest version of the software, launch the application, select *Updates* tab, then select **Update Software.**

Access/Launching the Application

The program is loaded in the background automatically when you boot up your computer. You will know this by seeing the PC Meter Connect™ icon in the system tray.

NOTE: If the PC Meter Connect™ software was not running for some reason (you'll know this when you don't see the PC Meter Connect™ icon in the system tray), double clicking on the desktop icon will restart the software. Alternately, you may click on the Start button > All Programs > Pitney Bowes > PC Meter Connect. A PC Meter Connect™ icon will then appear in system tray.

If you connect or disconnect your machine from the PC, messages display from the PC Meter Connect™ icon in the system tray:

- *Meter Not Connected* displays when you disconnect your machine from the PC. The red "X" stays on the icon thereafter.

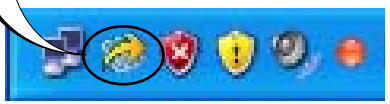
- *Meter detected* displays when you connect your machine to the PC (after it had been disconnected). The red "X" disappears.

To access more features of the program, review the following pages.

Accessing Features from the System Tray Icon

If you right-click on PC Meter Connect™ icon in the system tray, you can access several options of the PC Meter Connect™ software. These are *in addition* to the Main Window features described on the following pages.

Options Screen for PC Meter Connect™

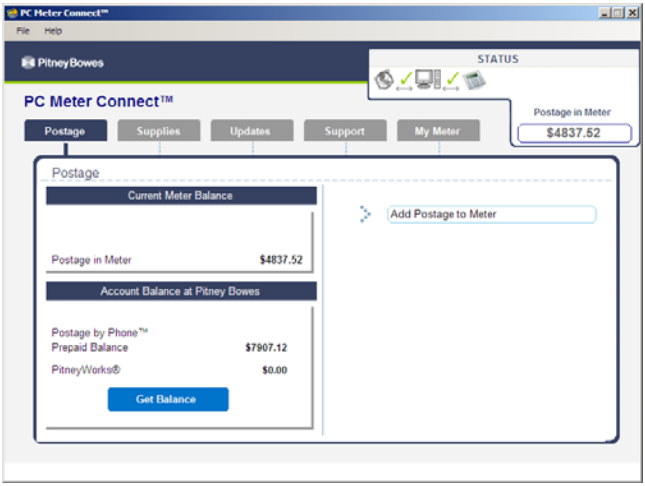


Right Click on PC Meter Connect™ Icon in System Tray

Option	Description
Open PC Meter Connect™	Launches main window of PC Meter Connect™ (see next pages)
français (Canada) *English (Canada)*	Allows you to select the language for PC Meter Connect™
Internet Settings...	Allows you to change your Internet settings for best operation with PC Meter Connect™ (see *Troubleshooting* section later in this chapter for more details)
About PC Meter Connect™	Lists the PC Meter Connect™ software version. It also allows you to send the software logs to Pitney Bowes support for troubleshooting purposes.
About Your Meter	Provides the model, serial number, and other information about your machine
Contact Us	Provides email and phone number information to contact Pitney Bowes
Exit	Exits the program (to restart, simply click on the PC Meter Connect™ desktop icon)

PC Connect Main Window

Once you double-click the desktop icon or the system tray icon, the PC Meter Connect™ Main window displays (see figure below). PC Meter Connect™ connects to the Data Center and provides the postage amount in your machine, your pre-paidPostage-By-Phone account balance, and lists any updates needed.



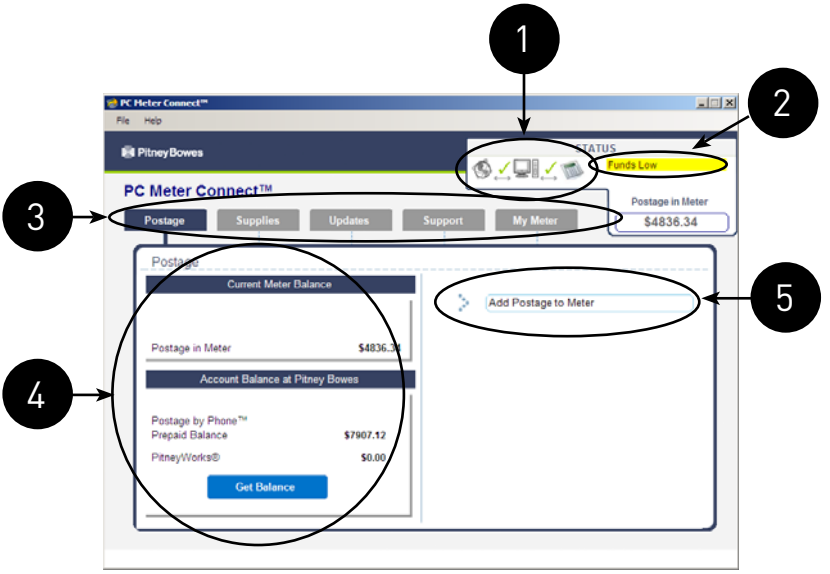
PC Meter Connect™ Main Window (after Connecting to Data Center)

An explanation of the features and the tabs accessible from the PC Meter Connect™ Main Window are provided on the following pages.

NOTE: If you are accessing features from PC Meter Connect™, please keep in mind the following:

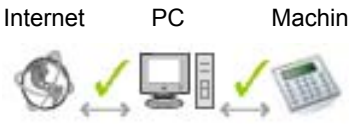
- If the system is in sleep mode, accessing a feature from the Main Window will awaken the machine.
- Once in an awaken state, the machine must be at the Home screen (ready to print postage) to use features found on the *Postage*, *Updates*, and *My Meter* tabs on the Main Window. Otherwise, a "*meter is busy*" message displays on the PC. This condition can happen, for example, if you have the Accounting option set up on the system and the machine is waiting for someone to select an account for printing postage.

PC Connect Main Window



PC Meter Connect™ Main Window

1. **Connection Status**—indicates whether your PC can communicate with the Internet and to your mailing machine. A green check ✔ indicates a good connection, while a red **X** means the devices cannot communicate.



Good communications

PC not communicating with machine

PC not communicating with Internet

PC not communicating with Internet or machine

PC Connect Main Window

2. **Messages from Meter**—displays status messages (such as *Funds Low*) to help you keep your machine up and running.
3. **Feature Tabs** *(described in detail on the following pages)*—allows access to the features of the software:

   Postage - for refilling postage and checking meter balances

   Supplies - for ordering ink cartridges, E-Z Seal®, envelopes, and other supplies for your machine from the Pitney Bowes website

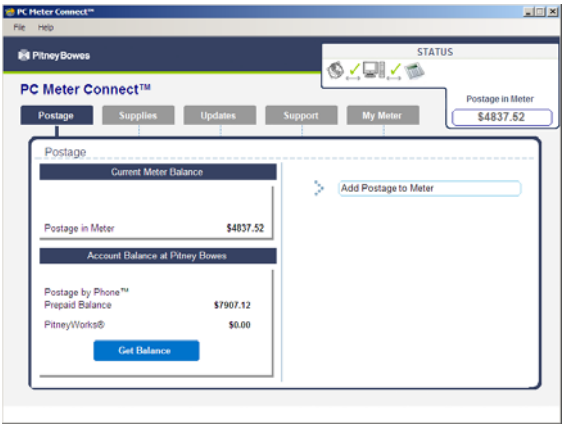
   Updates - for downloading updates for your machine, updates to PC Meter Connect desktop application, postal inscriptions/envelope ads, perform CPC inspections and rate updates

   Support - provides links to online help, product demos, a PDF of this User Guide, online support, and FAQs

   My Meter - allows you to set machine settings, such as date and time, printing options, presets, etc.
4. **Support Information**—displays the supporting data for the functions of the feature tab. For example, under the Postage tab, this screen displays funds (postage) available in your system, in your Prepaid account balance, and in your PitneyWorks balance.
5. **Task Panel**—lists the tasks you can run from this feature tab. Click on the link to perform the task you want (such as *Add Postage to Meter*).

Feature Tabs

Postage



Postage Tab - Main Screen

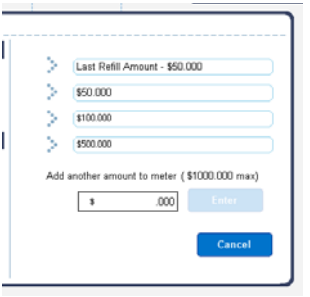
Support Information

Provides the postage amount in your system, in your Prepaid account balance, and in your PitneyWorks balance.

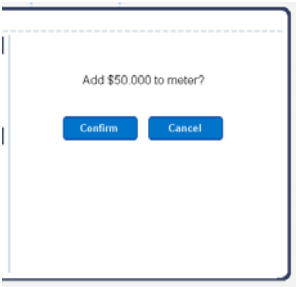
Task Panel

Allows you to add postage to your meter. Simply:

1. Click on **Add Postage to Meter**.
2. Select either the amount your used for your last refill or one of the predetermined amounts. (You can also enter another amount and click **Enter**).

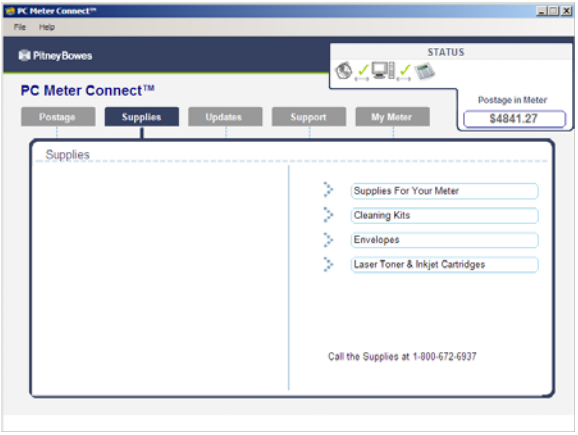


3. Click **Continue** to proceed with the refill (or **Cancel** if you changed your mind).



Feature Tabs

Supplies



Supplies Tab - Main Screen

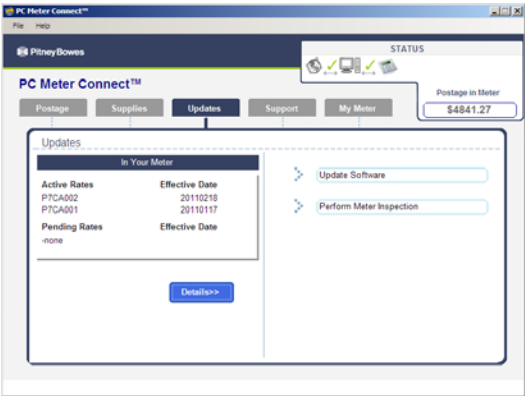
Task Panel

Provides links to the Pitney Bowes support website to order:

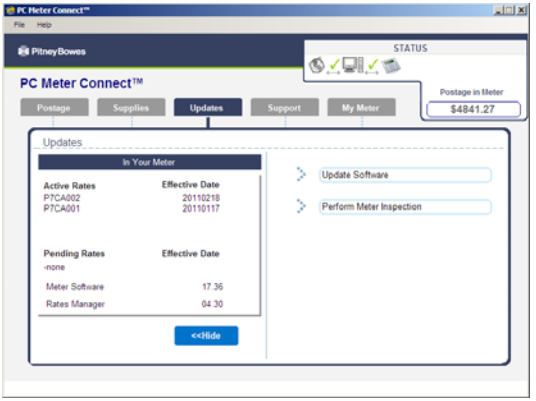
- Supplies
- Cleaning Kits
- Envelopes
- Envelope Ads
- Laser Toner and Ink Cartridges

Feature Tabs

Updates



Updates Tab - Summary Mode Screen



Updates Tab - Detail Mode Screen

Support Information

Provides the rate version information stored in your system, in either a summary or detail mode**.**

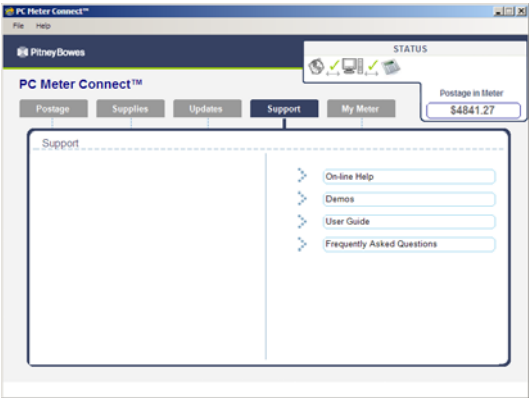
Task Panel

Allows you to connect to the Pitney Bowes Data Center and:

- update the mailing system
- perform a meter inspection

Feature Tabs

Support



Support Tab - Main Screen

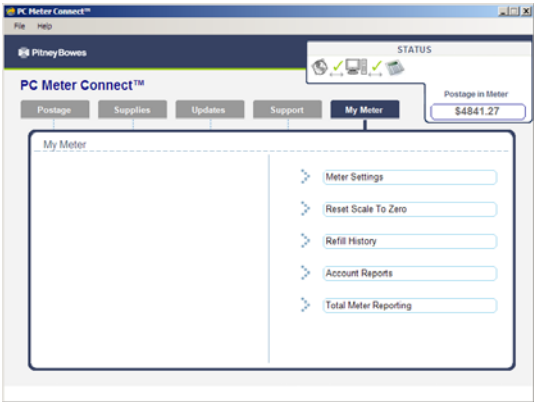
Task Panel

Provides links to the Pitney Bowes support website for:

- On-line Help
- Demonstrations (Demos) about your machine
- PDF of this guide
- Frequently Asked Questions (FAQs)

Feature Tabs

My Meter

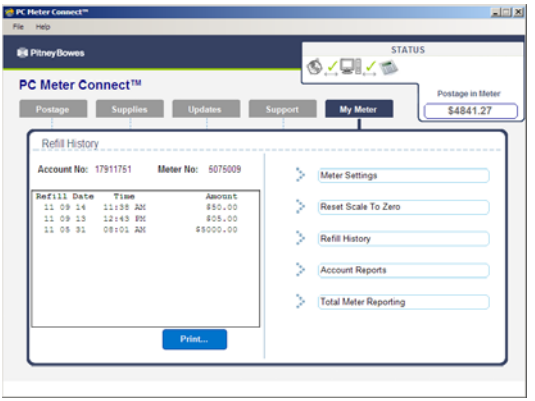


My Meter - Main Screen

Task Panel

Allows you to access to machine features such as:

- machine settings (date, time, preset, etc.). See next pages for details.
- resetting the scale to zero (see *Chapter 7 - System Options*)
- a postage refill history, either onscreen or by printing a report (see *Chapter 9 - Reports*)
- viewing or printing accounting reports (see *Chapter 8 - Standard Accounting*)
- link to INVIEW™ Total Meter Reporting on the Pitney Bowes website (if you have purchased that optional feature)



My Meter - Refill History Screen

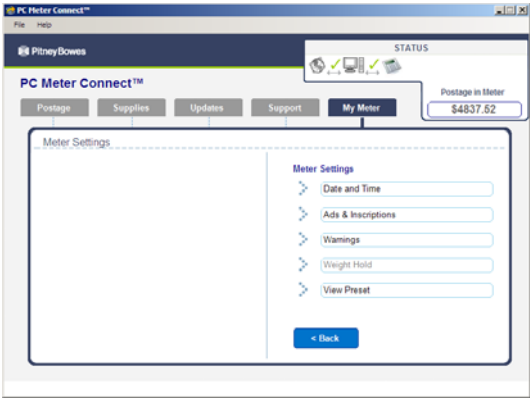
Feature Tabs

My Meter (cont'd)

Task Panel

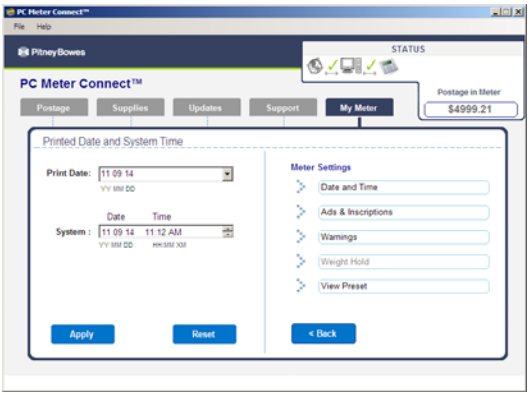
The Meter Settings screen (see below) provides access to these additional machine features:

- Date and Time (see *Chapter 4 - Printing Options*)
- Ads and Inscriptions (see *Chapter 3 - Running Mail*)
- Warnings (see *Chapter 7 - System Options*)
- Weight Hold (not implemented on this model)
- View Preset (see *Chapter 5 - Normal and Custom Presets*)
- Change Preset (see *Chapter 5 - Normal and Custom Presets)*



My Meter - Meter Settings Main Screen

Date and Time



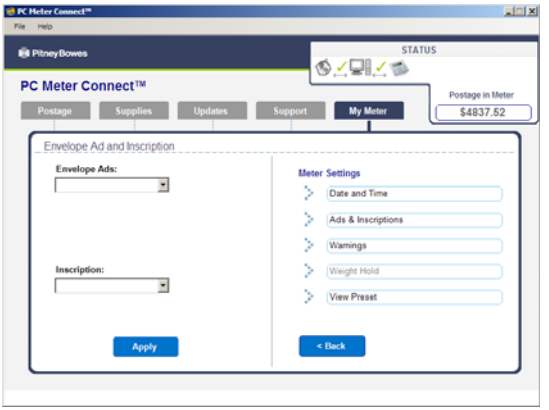
My Meter - Meter Settings Screen - Date and Time

Feature Tabs

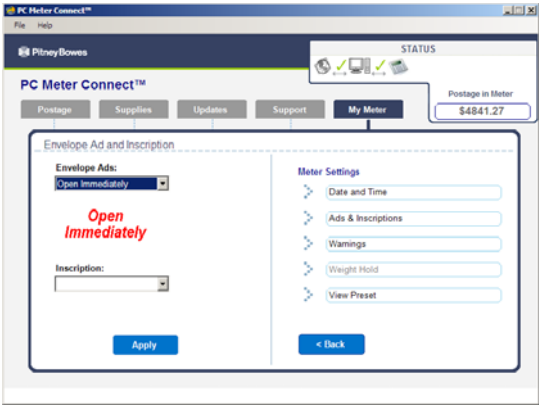
My Meter (cont'd)

Task Panel

Ads & Inscriptions



My Meter - Meter Settings Screen - Ads & Inscriptions (None Chosen)



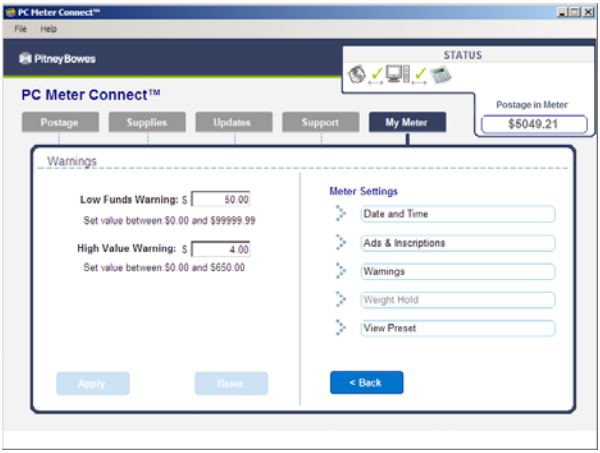
My Meter - Meter Settings Screen - Ads & Inscriptions (Chosen)

Feature Tabs

My Meter (cont'd)

Task Panel

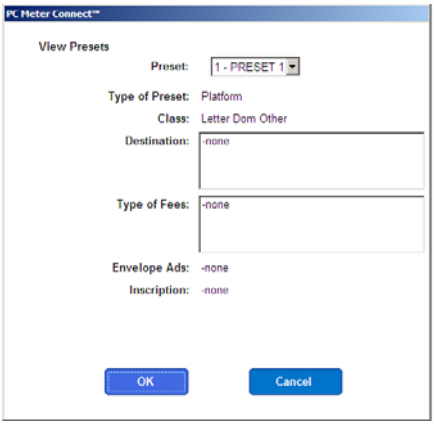
Warnings



My Meter - Meter Settings - Warnings Screen

Task Panel

View Preset



My Meter - Meter Settings Screen - View Preset

Troubleshooting

IMPORTANT:

- When using PC Meter Connect™, disconnect the analog line to your mailing machine.
- If you want to use the analog phone line method of connecting to the Data Center, unplug the USB cable from the back of the machine, then connect the analog phone line.
- If you have virus checking/firewall software installed on your PC (e.g., Norton, McAfee, etc.), please check your settings to ensure that FTP downloads are allowed. If FTP downloads are restricted, this will interfere with your machine downloading information from the Pitney Bowes Data Center when using PC Meter Connect™. If necessary, contact your network/IT administrator to confirm the proper settings.
- If you install PC Meter Connect™ on a PC with other Pitney Bowes applications, you will need to exit PC Meter Connect™ before you can use the other Pitney Bowes applications. Simply right-click on the PC Meter Connect™ icon in the system tray and select **Exit** to exit PC Meter Connect™. To restart PC Meter Connect™, just double-click on the PC Meter Connect™ desktop icon.

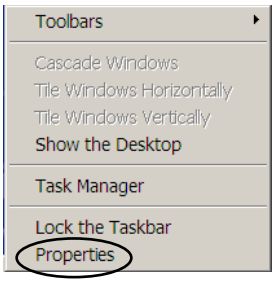
Displaying PC Meter Connect™ Icon on System Tray

If you minimize or close the PC Meter Connect™ window, the application will still be running in the background as indicated by the icon in the system tray. If you cannot see the PC Meter Connect™ icon in the system tray and you want to verify that the program is running, follow these steps to display all icons on your system tray.

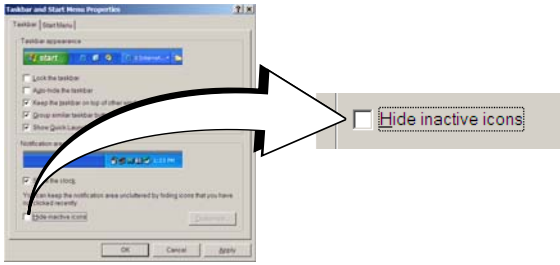
1. On your desktop taskbar (usually located on the bottom of your screen, although it may be moved to any side of your screen), right click on a blank area.

Blank Area of Desktop Taskbar

2. Click on **Properties** from the list of choices that displays.



3. At the Taskbar and Start Menu Properties window, on the Taskbar tab, verify that the *Hide inactive icons* field is unchecked (blank). If necessary, click to uncheck it. Click **OK** to finish.



4. If you see the PC Meter Connect™ icon in the system tray, you know the program is running. If you need to start the application, simply double-click the PC Meter Connect™ desktop icon (see figures on previous page).

Problems Connecting to the Data Center via the PC

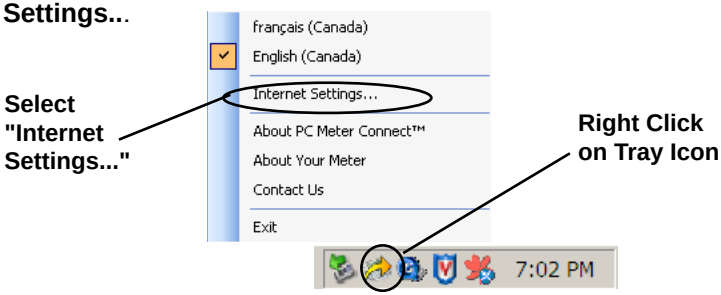
You cannot access www.pb.com from your PC using Internet Explorer

Contact your IT administrator for any special setup needed to enable your PC and Internet Explorer to access the Internet.

Problems Connecting to the Data Center via the PC

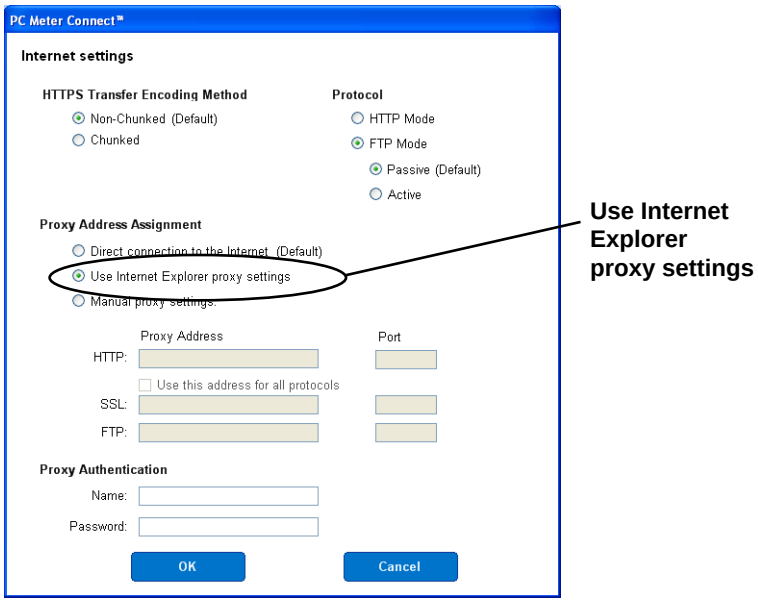
You can access www.pb.com using Internet Explorer but PC Meter Connect™ cannot detect the Internet.

1. Right click on the PC Meter Connect™ tray icon and select **Internet Settings..**.



2. At the Internet Settings configuration screen, do either of the following:

   Solution A - Set your PC Meter Connect™ to use the same settings that Internet Explorer uses to connect to the Internet. Choose **Use Internet Explorer proxy settings** under Proxy Address Assignment (see screen below) and click **OK**.



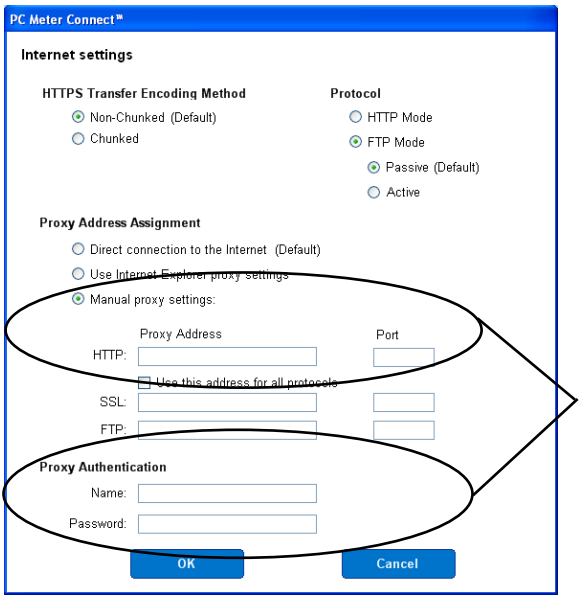
Internet Settings Screen in PC Meter Connect™

continued->>

Problems Connecting to the Data Center via the PC

You can access www.pb.com using Internet Explorer but PC Meter Connect™ cannot detect the Internet (continued)

Solution B - Enter your own network's Proxy Address and Authentication settings (if used). Contact your IT administrator for these settings. Click **Manual proxy settings**, and enter the proxy settings and proxy authentication (if used) provided by your IT administrator (see screen below). Click **OK.**



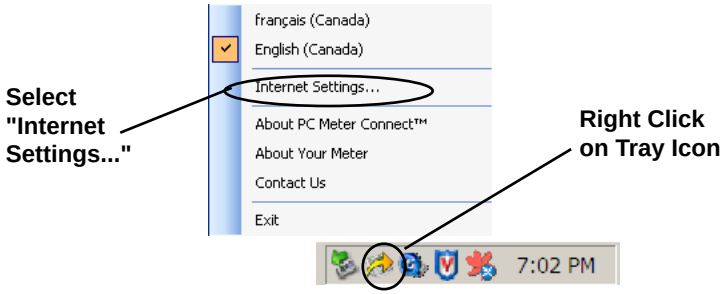
Use "Manual proxy settings" (and "Proxy Authentication", if used)

Internet Settings Screen in PC Meter Connect™

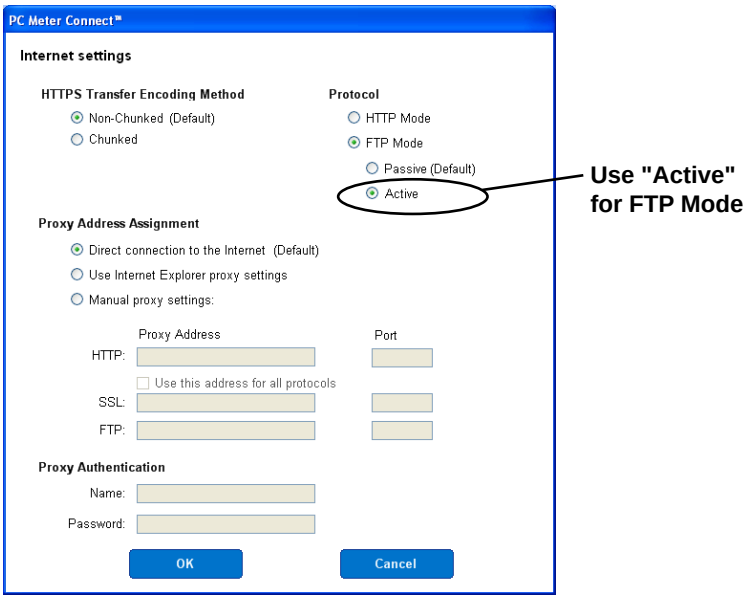
Problems Connecting to the Data Center via the PC

You can access www.pb.com using Internet Explorer but you are having problems downloading files to your machine.

1. Right click on the PC Meter Connect™ tray icon and select **Internet Settings...**



2. At the Internet Settings configuration screen, choose **Active** for FTP Mode (see screen below) and click **OK.**



Internet Settings Screen in PC Meter Connect™

This page was put in as a placeholder so you can print this guide in a duplex (double-sided) mode while keeping the proper page positions.

Appendix B • How to Enter Text

When is Text Entry Used?

Text is entered for these functions:

- International mail (selecting a country)
- Entering Postal Codes
- Naming a Custom Preset
- Naming an Account (in departmental accounting)

How is Text Entry Done?

Text entry is done via the numeric keypad in a fashion similar to current cell phone text entry. Each key, 2 through 9, has three or four letters displayed above it.

There is no dedicated key to switch between alpha and numeric mode. On those screens (and only those screens) where either an alpha or numeric character may be entered (e.g. preset names, postal codes, account names), tap a numeric key to cycle through the 4 possibilities for that key. For example, tapping the “2” numeric key cycles through "2" - "A" - "B" - "C". Extended character sets is provided for foreign markets on a country-by-country basis. In those cases, a numeric key may be tapped several times (> 4) to cycle through the complete character set associated with a key.

Postal Codes

In postal codes, all alpha characters are uppercase. For postal codes that follow a fixed format of alpha and numeric characters, only the appropriate alpha or numeric in each specific position is allowed.

Custom Preset Names, Account Names, Text Ads

For Preset names, Account names, and Text Ads, the first letter of the first word automatically defaults to uppercase.

If you wish to enter two consecutive alpha characters that are located on the same numeric key (such as “DE”), you must wait for the cursor to automatically move right to the second character’s position before entering the second character. There is about a 1-second delay following an alpha entry before the cursor moves one position to the right.

Special Characters

Special characters are accessed by repeatedly tapping the “1” key. Special characters include:

Symbol	Name
,	Comma
&	Ampersand
*	Asterisk
.	Period
:	Colon
$	Currency symbol
-	Minus sign (dash)
?	Question mark
/	Forward slash
\	Backward slash
(	Open parenthesis
)	Close parenthesis
!	Exclamation point
@	“at” sign
+	Plus sign
#	Hash mark

The 0 (zero) key on the keypad functions as the space key. The word “Space” is printed on the machine to indicate this.

The decimal point key also functions as the Shift key. The word “Shift” is printed on the machine to indicate this. In the alpha character entry mode (any screen that accepts alpha characters), this key toggles between “all uppercase letters” and “all lowercase letters.” An indication of the current mode is presented on the bottom right of the display. **ABC** indicates the uppercase mode and **abc** indicates the lowercase mode.

Appendix C • Glossary

Account—set up when using Standard Accounting. An account can be an organization, person, or department (e.g., “Sales”) to which postage is charged. You can assign a unique name to each. The machine stores the total postage used and the number of mail pieces processed for each account. The total number of accounts available on your machine depends on the option purchased.

Advertisement, Envelope—An advertising message that appears next to the machine's meter stamp. You can choose from an array of standard and custom ads.

Analog Line–a standard phone line supplied by the phone company. You use an analog phone line when you connect to the Pitney Bowes Data Centre using your machine's modem. Analog phone lines are usually Fax lines, residential phone lines, and lines used by modems or credit card readers**.** See also *Digital Line*

Default—A value or setting the machine automatically uses unless you change it. As delivered, your machine has factory-set defaults or normal settings. You may change these if you wish.

Digital Line–a type of line used on digital phone systems (so called PBX systems). Many PBX manufacturers have designed phone systems that deliver much more current to the phone than does a standard analog phone line supplied by the phone company. As a result, if you connect your machine's modem to a PBX digital line, thinking that it’s an analog line, you could damage your modem with too much current and not even know it.

Home Screen—The machine display that shows your current selections. It indicates that you're ready to print postage.

Inspection—The process of examining the postage usage through the machine to assure accurate postal funds accounting. Your machine is subject to remote inspection whenever you add postage to it. If you haven't refilled your machine for 60 days, the display shows the message *Connection Due*. If you haven't refilled it for 90 days, you'll see *Connection Required By Post*.

To do an inspection, simply add postage or connect to the Data Centre.

IntelliLink®—A Pitney Bowes technology that allows you to download machine features, and postal rate and system software updates via a digital link.

Lock Code—A four-digit code that can be set up which acts as a password to gain access to the machine after it powers up or after it is awakened from a sleep mode.

Meter Stamp—The imprint produced by the machine (machine stamp or indicia). Depending on your settings, it may include:

- The indicia (includes the postage amount, date, Postal code, etc.)
- An advertisement, which is an optional part of the machine stamp that lets you convey your own special message to the mail recipient.

Modem–a device on your machine for connecting to the Pitney Bowes Data Centre over a standard (analog) telephone line. This modem should NOT be connected to a digital line (as is used on most PBX systems in offices).

Origin Postal Code—The Postal Code assigned to your city or town. Mail processed on your machine must be posted from a location in your Postal Code area.

PC Meter Connect™—a small software application you install on your PC to allow your meter to connect to the Pitney Bowes Data Centre through your PC's Internet connection rather than over a standard telephone line. Postage refills and system software updates can be completed efficiently and much quicker via the Internet.

Postage-By-Phone®—A service available through Pitney Bowes that allows you to buy postage and check account status via a phone line or the Internet. It also permits convenient postal inspection.

Presets—A custom machine setting you can call up instantly at the push of a button. You can assign each preset a number of values, depending on the postage mode you're in, how your machine is set up and what options are installed.

Serial Number—The serial number found on the rear of the machine.

Sleep Mode—An energy-saving feature of your machine that clears the display after a certain period of idle time. Pressing any key wakes up the display.

Standby Mode– The lowest power consumption mode that may persist for an indefinite time when the product is connected to an outlet and switched off at the back of the machine. Standby is the product's minimum power mode.

Supervisor Password—A four-digit code that can be set up to protect unauthorized users from changing accounts when using the Departmental Accounting feature.

Tape Sheets—A sheet of self-adhering paper which you print postage on and apply to a piece of mail or package that is too big to be processed through the machine.

Appendix D • Specifications

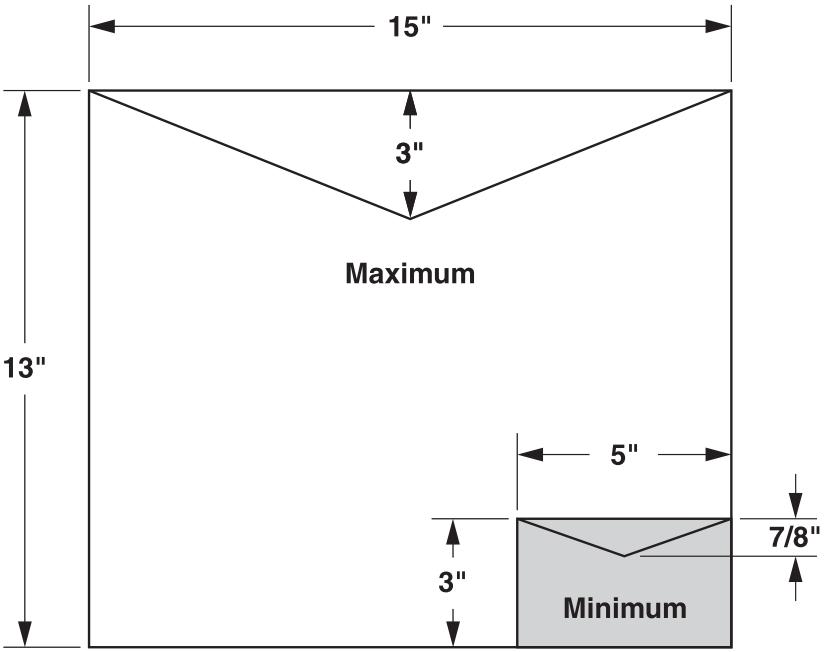
Equipment

Size	*Base Model* 9.7" (246 mm) H x 13.6" (345 mm) W x 15.8" (401 mm) D *With Scale* 10.1" (257 mm) H x 13.6" (345 mm) W x 15.8" (401 mm) D *With Scale and Moistener* 10.1" (257 mm) H x 18.5" (470 mm) W x 15.8" (401 mm) D
Weight	15 lbs. (6.8 kg)
Power Requirements	100-240 VAC, 50/60Hz. 1.0A
Ports	2 USB Host, 1 USB Slave, 1 RJ-11
Operating Temp.	40°F (4°C) to 108°F (42°C)
Sound Level	Machine noise is less than 70dba in accordance with EN ISO 7779, and ANSI 12.10.
LCD Display	4 lines, 20 characters long
Throughput	Up to 35 letters per minute Actual throughput will vary, depending on the material used, machine condition, use of moistener, etc.
Print Resolution	600 x 400 dpi
Print Image Area	At least 1" (25.4 mm) x 6-5/8" (170 mm)
Ink Cartridge Life	Up to 3,000 impressions without an envelope ad. Actual ink yields vary with usage, graphics printed and environmental conditions.
Tape Sheets	Self-adhesive type, dual tape sheets for use on mail pieces that are too thick/ large to run in machine.
Envelope Ads	Up to 20 (internally held)
Postal Inscriptions	Up to 20 (internally held)
Maximum Imprint	$99.999

Material (see also figure below)

Minimum Size	5" x 3" (127 mm x 76 mm)
Maximum Size	15" x 13" (381 x 330 mm)
Minimum Flap Depth	7/8" (22 mm)
Maximum Flap Depth	3" (76 mm)
Minimum Thickness	0.007" (0.18 mm)
Maximum Thickness	3/8" (9.5 mm)
Maximum Stack Height for Mail	2.5" (60 mm)

IMPORTANT: For best results, always make sure your material conforms to these specifications.



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5500 Explorer Drive
Mississauga, Ontario L4W 5C7
www.pitneybowes.ca

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